

# Practical Helpdesk - Intro to IT.md

10-02-2026 02:26

Status: #sealed

Tags: [data](#)

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### Practical Helpdesk Fundamentals

**Course:** TCM Security – Practical Helpdesk

**Section Completed:** Intro to IT

**Date:** 2026-02-10

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#### Course Link

-  <https://academy.tcm-sec.com/>
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#### What is IT?

**Information Technology (IT)** refers to the systems, people, and processes used to manage and support technology in an organization.

### Key Points

- IT can be outsourced or in-house
  - IT ensures business operations run smoothly
  - IT manages infrastructure, users, and security
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#### Core Responsibilities of IT

##### Technical Support

- Troubleshooting hardware/software issues
- Setting up systems for users
- Training employees

## 2 Security

- Cybersecurity and physical security
- Protecting data, systems, and infrastructure

## 3 Data Management

- Managing access permissions
  - Ensuring data integrity and availability
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## IT Department Roles

### IT Director

- Strategic planning and large IT projects
- Similar to a senior project manager



### IT Manager

- Manages IT staff and operations
- Focus on workflows and people management

### Network Engineer / Network Administrator

- Designs and maintains networks
- Manages routers, switches, connectivity

### System Administrator

- Manages servers and operating systems
- Handles upgrades, monitoring, and assets

### Application Roles

- Application Manager
- Database Administrator (DBA)
- Application Analyst
- Solution Architect

### Project Manager

- Plans projects
  - Manages budget, timeline, and documentation
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# Helpdesk (Entry-Level IT Role)

## What is Helpdesk?

Helpdesk is the **first line of technical support for users**.

## Responsibilities

- Troubleshooting hardware/software issues
- Password resets and account management
- User support and communication
- Escalating issues to Level 2/3 teams
- Installing and repairing hardware
- Ticket documentation and tracking

## Common Job Titles

- IT Helpdesk Level 1
- Desktop Support Technician
- Technical Support Analyst



## Key Takeaways

- Helpdesk is the **foundation of enterprise IT**
- It is the **entry point into System Admin, Networking, and Cybersecurity**
- Communication and documentation are as important as technical skills



## Personal Notes

- Helpdesk experience is extremely valuable for cybersecurity
- Real-world IT knowledge improves hacking and defense skills
- Documentation is a core professional skill

References: