

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

Course Link

-  <https://academy.tcm-sec.com/>

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

Core Responsibilities of IT

1 Technical Support

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

Security

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

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
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References: