

Explore

In the realm of technology, **tiered support** refers to a structured model where technical assistance is categorized into different levels, each offering varying expertise and resolution capabilities. [These tiers help efficiently address IT issues, from basic troubleshooting (Level 1) to complex problem-solving (Level 3)](https://www.extnoc.com/learn/general/it-support-tiers) [1](https://www.extnoc.com/learn/general/it-support-tiers).

Here are **five free resources** where you can delve deeper into understanding IT support tiers:

1. [**Google IT Support Professional Certificate (Coursera)**](https://digitaldefynd.com/best-it-support-courses-certification-training/): This program covers essential IT skills, including support levels, and provides hands-on experience.
2. [**Google IT Automation with Python Professional Certificate (Coursera)**](https://digitaldefynd.com/best-it-support-courses-certification-training/): Learn how to automate IT tasks using Python, a valuable skill for support professionals.
3. [**Free IT Help Desk Training and Tutorials (LinkedIn Learning)**](https://digitaldefynd.com/best-it-support-courses-certification-training/): Explore various aspects of IT support, including tiered structures, through video tutorials.
4. [**Technical Support Fundamental (Coursera)**](https://www.bmc.com/blogs/support-levels-level-1-level-2-level-3/): Gain foundational knowledge about technical support and its different levels.
5. [**IT Help Desk Course for Professionals (Udemy)**](https://digitaldefynd.com/best-it-support-courses-certification-training/): A comprehensive course covering IT support concepts, including tiered models.

Feel free to explore these resources to enhance your understanding of tiered technical support! 🚀🔧