Google

Google IT Support Professional Certificate

The launchpad to a career in IT. This program is designed to take beginner learners to job readiness in about three-to-six months.

G Instructor: Google Career Certificates   ✦ New AI skills

Enroll for free
Starts Nov 20

1,968,597 already enrolled

Included with coursera PLUS • Learn more

6 course series

Earn a career credential that demonstrates your expertise

4.8 ★

(1,90,217 reviews)

Beginner level

No prior experience required

Flexible schedule

3 months at 10 hours a week
Learn at your own pace

Build toward a degree

Learn more

What you'll learn

✓ Gain skills required to succeed in an entry-level IT job

✓ Learn to perform day-to-day IT support tasks including computer assembly, wireless networking, installing programs, and customer service

Enroll for free
Starts Nov 20

Skills you'll gain

Computer Hardware · IT Infrastructure · TCP/IP · Systems Administration · Version Control

Professional Development · Interviewing Skills · IT Automation · Network Troubleshooting

Microsoft Windows · IT Security Architecture · Technical Support · File Systems

Ruby (Programming Language) · Git (Version Control System) · Network Security

Package and Software Management · Chef (Configuration Management Tool) · Computer Networking

Operating System Administration · **View less skills**

Details to know

in

Shareable certificate
Add to your LinkedIn profile

Taught in English

11 languages available

🔔 **Recently updated!**
May 2025

See how employees at top companies are mastering in-demand skills

Learn more about Coursera for Business

Prepare for a career as a Computer Support Specialist

- Receive professional-level training from Google
- Demonstrate your technical proficiency
- Earn an employer-recognized certificate from Google
- Prepare for an industry certification exam

Explore this role →

₹242,338
median entry-level salary[1]

55,025
job openings in India[1]

Professional Certificate - 6 course series ✦ New AI skills

Prepare for a career in the high-growth field of IT, no experience required. Get professional training designed by Google and get on the fast-track to a competitively paid job.

Over 5 courses, learn in-demand skills that prepare you for an entry-level job. At under 10 hours per week, you can complete the certificate in less than 6 months.

If you're interested in building on your IT foundations, check out the Google IT Automation with Python Professional Certificate ☒ **.**

Check out all Google Career Certificates here ☒. **Now INR 1774/month**
The certificate can be completed in less than 6 months of part time study.

[1]Coursera Learner Outcome Survey, all time for Google IT Support Certificate. Data is collected via on-platform surveys or email and is cumulative from 1/18 - 1/21.

Applied Learning Project

Through a dynamic mix of hands-on labs, widgets, and codeblocks, this certificate program allows you to apply the skills you learned in the video lectures, including troubleshooting and customer service, networking, operating systems, system administration, automation, and security.

Read less

Technical Support Fundamentals

Course 1 • 19 hours

Course details ⌃

What you'll learn

In this course, you'll be introduced to the world of Information Technology, or IT. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service. This course covers a

Read more

Skills you'll gain

Hardware Troubleshooting   Computer Hardware   Software Installation

Computer Networking   Linux   Technical Support   Technical Documentation

System Software   Microsoft Windows   Customer Support   Technical Communication

Computer Literacy

The Bits and Bytes of Computer Networking

Course 3 • 27 hours

What you'll learn

Through a combination of video lectures, demonstrations, and hands-on practice, this course will teach learners about the main components of an operating system and how to perform critical tasks like managing software and users and configuring hardware.

Read more

Skills you'll gain

Windows PowerShell   User Accounts   Operating Systems   File Management

Remote Access Systems   Package and Software Management   OS Process Management

Microsoft Windows   Virtualization   File Systems   System Monitoring

Linux Administration   Operating System Administration   Linux

Technical Support and Services   Command-Line Interface   Systems Administration

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System Administration and IT Infrastructure S…

Course 4 • 24 hours

IT Security: Defense against the di…

Course 5 • 22 hours

What you'll learn

This course covers a wide variety of IT security concepts, tools, and best practices. It introduces threats and attacks and the many ways they can show up. We'll give you some background of encryption algorithms and how they're used to safeguard data. Then,

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✦ **New AI skills**

- Boost your IT support skills with AI
- Simplify IT documentation using AI
- Use AI to identify IT security risks

Why people choose Coursera for their career
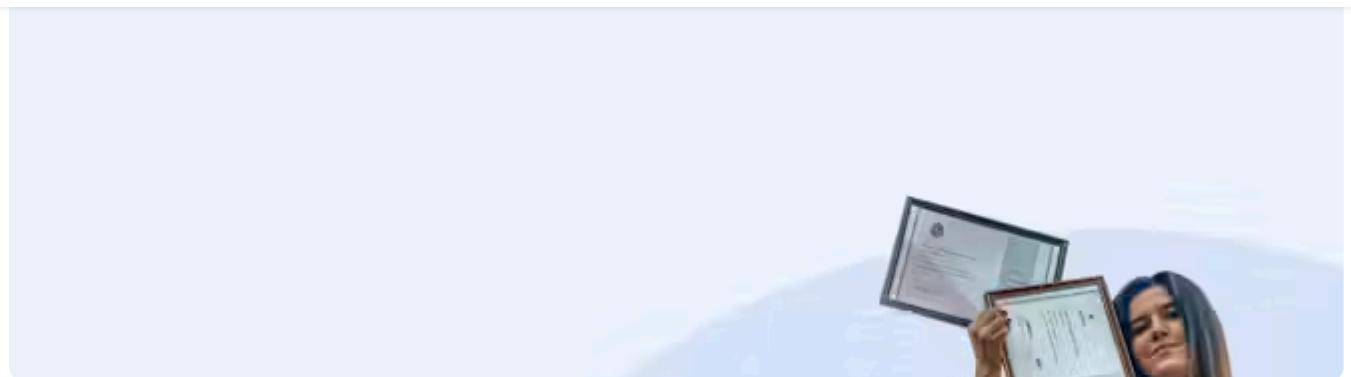
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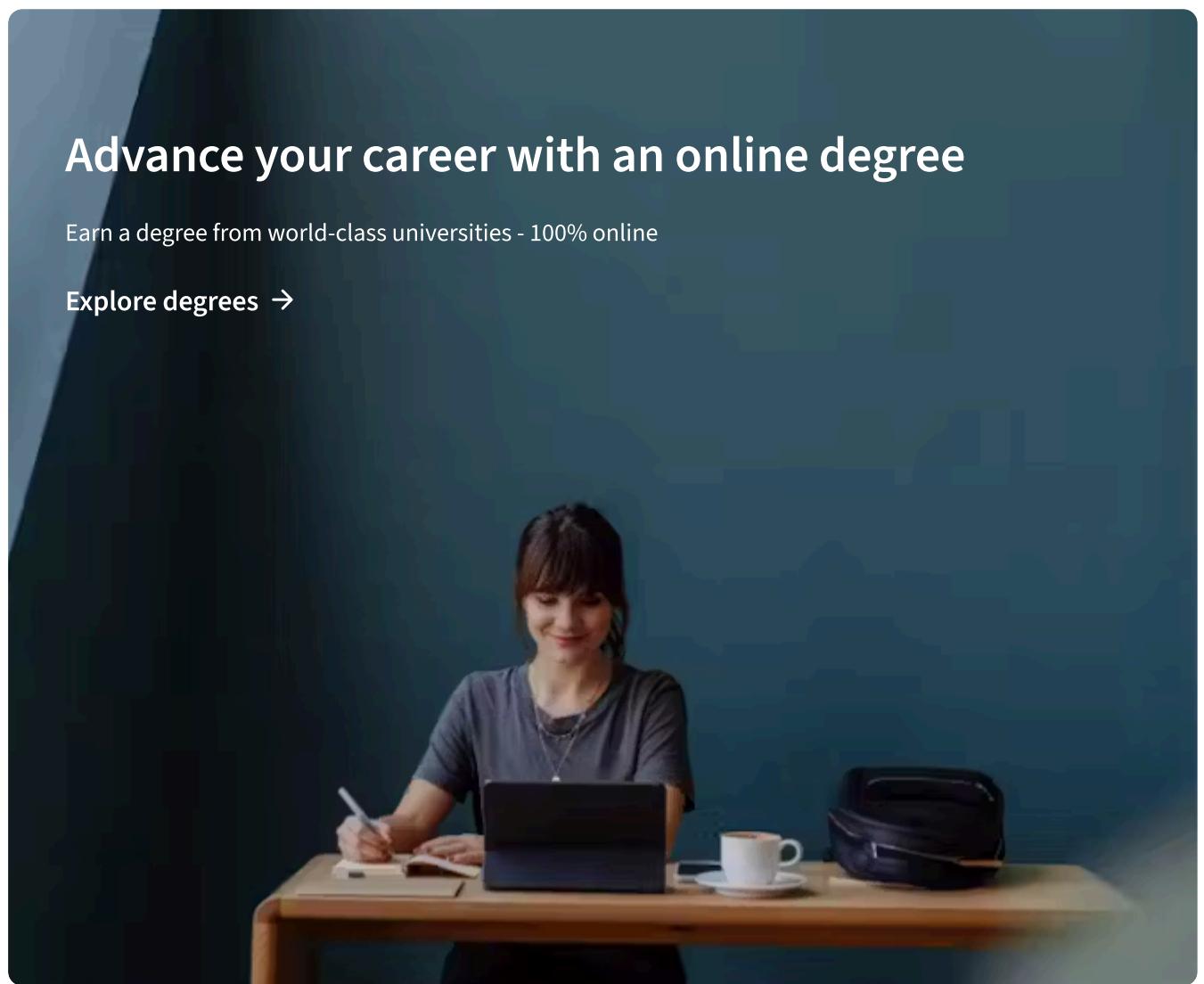
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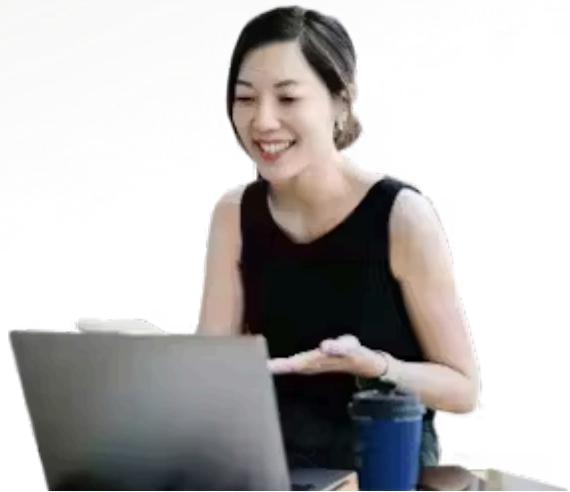
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Frequently asked questions

⌃ Can I just enroll in a single course?

Yes! To get started, click the course card that interests you and enroll. You can enroll and complete the course to earn a shareable certificate, or you can audit it to view the course materials for free. When you subscribe to a course that is part of a Certificate, you're automatically subscribed to the full Certificate. Visit your learner dashboard to track your progress.

⌄ Is this course really 100% online? Do I need to attend any classes in person?

What is IT support?

Businesses, nonprofits, school systems, and government organizations all rely on technology. Computers break, systems fail, phones die—when that happens, we need

problem arises. A job in IT can mean in-person or remote help desk work in a range of organizations across many different industries.

Why start a career in IT?

What background knowledge is necessary?

Do I need to take the courses in a specific order?

Which jobs does this program prepare for?

What kind of companies hire IT Support professionals?

What will I be able to do upon completing the professional certificate?

What resources will be available to help with the job search process?

Why did Google create this program?

Is this program offered in other languages?

Is the Google IT Support Professional Certificate licensed?

⌄ **How much does this certificate cost?**

Show less ⌃

Financial aid available, learn more

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[1] Median salary and job opening data are sourced from Lightcast™ Job Postings Report.
Content Creator, Machine Learning Engineer and Salesforce Development Representative (1/1/2024 - 31/12/2024)
All other job roles (1/11/2024 - 1/11/2025)
[2] Positive career outcome (e.g., new job, promotion, or raise) within six months of completion. Based on program graduate survey, United States 2022.

Skills

Artificial Intelligence (AI)

Cybersecurity

Data Analytics

Digital Marketing

English Speaking

Generative AI (GenAI)

Microsoft Excel

Microsoft Power BI

Project Management

Python

Certificates & Programs

Google Cybersecurity Certificate

Google Data Analytics Certificate

Google IT Support Certificate

Google Project Management Certificate

Google UX Design Certificate

Industries & Careers

Business

Computer Science

Data Science

Education & Teaching

Engineering

Finance

Healthcare

Human Resources (HR)

Information Technology (IT)

Career Resources

Career Aptitude Test

Examples of Strengths and Weaknesses for Job Interviews

High-Income Skills to Learn

How Does Cryptocurrency Work?

How to Highlight Duplicates in Google Sheets

IBM Data Analyst
Certificate

IBM Data Science
Certificate

Machine Learning

Marketing

How to Learn
Artificial
Intelligence

Popular
Cybersecurity

Certificate

UI / UX Design
Certificate

Signs You Will Get
the Job After an
Interview

What Is Artificial
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Coursera

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