

COURSE BREAKDOWN

TECHNICAL ANALYST

Foundation Modules

Professional Skills Module 1

- Organisational Overview
- IT Security Awareness
- Software Development Life Cycle
- IT Service Management
- Presentation Skills
- Effective Communication
- CV Writing and Interview Skills



SQL Module 2

- ERDs & Normalisation
- DML, DDL
- Selecting & filtering
- Joining tables
- Sub-queries
- Set functions
- Aggregate functions
- Optimisation
- Correlation
- In-line views



Excel & VBA Module 3

- Spreadsheet fundamentals
- Referencing
- Aggregation & logic functions
- Lookups
- Conditional formatting
- Data cleaning & validation
- Data importing
- Pivot tables
- Charts
- Errors & formula auditing
- What-if analysis
- Mail merge
- Macros & VBA
- VBA conditions & loops



Technical Analyst

UNIX Module 4

- Functions, Parameters and variable scope
- Grep and Regular Expressions
- Use of the VI Editor
- Piping and Redirection
- Writing shell scripts
- File Permissions
- I/O Streams
- Conditionals
- Loops



OS Admin Unix Module 5

- Linux Users and Groups
- Linux Storage Fundamentals
- Linux Networking
- Logging
- Process Management



Python Module 6

- Introduction to Python
- Simple Data Types
- Data Structures
- Conditional Statements and Loops
- I/O
- Functions
- Python standards



ITIL 4 Foundation Module 7

Candidates will obtain ITIL 4 Foundation Certification. They will learn about the key elements, concepts and terminology used in the ITIL Service Management framework.



Final Project / Sign off Module 8



Completion of training,
ready for placement