



IT Support Technician

Enter the field of information technology by learning how to manage IT equipment and provide user support.



Path duration:
390 hours



of full-time study
6 months



Certification OpenClassrooms

OPENCLASSROOMS

Project 1 - 10 hours

Get started with Your IT Support Technician Training

Set yourself up for success in your path. Find out what you are going to learn and get to know your mentor. You will also define your learning goals in this first project!

Skills

- Prepare for your training

Associated courses



Learn How to Learn

 Easy

 6 hours

Learning quickly and effectively is a key skill that can improve your learning capacity and help you take control of your personal and professional development.



Explore a Career as an IT Technician

 Easy

 8 hours

Discover the multi-disciplinary profession of an IT technician; find out about the IT technician's role within an organization, and what they do on a day-to-day basis.



Improve Your Productivity With ChatGPT

 Easy

 2 hours

Learn how to use ChatGPT to improve your productivity and discover how “prompt engineering” can help you save time on your work tasks.

Project 2 - 30 hours

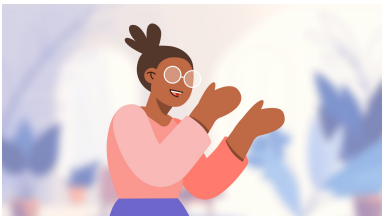
Assemble the Ideal Computer for Your Customer

Research and prepare a quote to the specifications for an architect's customized PC

Skills

- Set up a workstation that meets the user's needs

Associated courses



Assemble a Computer

 Easy

 10 hours

Learn how to build a custom PC! Discover the hardware components that make up a computer, shop for options suitable for specific needs, and learn the steps to assembling PC parts.



Develop a Service-Minded Attitude

 Easy

 8 hours

Being service-minded is at the heart of any professional relationship. In this course, you will learn how to communicate effectively, improve professional relationships with both colleagues and external clients, and overcome communication and relational challenges.

Project 3 - 60 hours

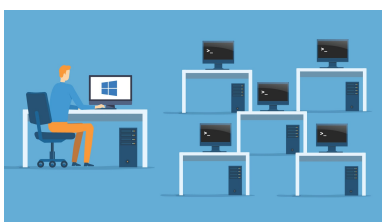
Manage and Maintain Windows 10 and Linux Computers for a Start-up

Fix and complete maintenance tasks on a Windows 10 computer and a Linux computer for a start-up.

Skills

- Conduct computer diagnostics to investigate and resolve problems.
- Perform installations and updates to ensure systems are up-to-date and operational
- Provide support to users experiencing problems with computer software or hardware

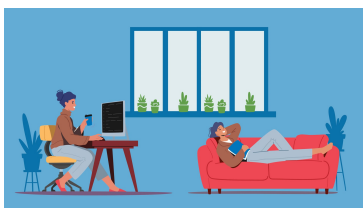
Associated courses



Set Up Your PC Using Windows 10

Easy 6 hours

In this course, you will discover how to install and configure Microsoft Windows 10 for your computer. Then you will learn how to do a mass deployment of Windows 10 using a generalized image created using Sysprep.



Run Your PC With Windows 10

Easy 8 hours

Learn to manage your PC with Windows 10! Master Cortana, the Windows Store, and the tools to monitor, optimize, and secure your PC, such as Windows Security and the firewall.



Set Up Virtual Machines Using VirtualBox and vSphere

 Easy

 6 hours

Learn how to virtualize your work environment using Virtual Machines. Choose the type of hypervisors that suits your project and practice with Virtual Box and vSphere.



Run Your Computer Using Linux

 Easy

 8 hours

In this beginner course, discover Linux, an open-source operating system (OS) created by computer enthusiasts - the perfect alternative to Windows or macOS!

Project 4 - 60 hours

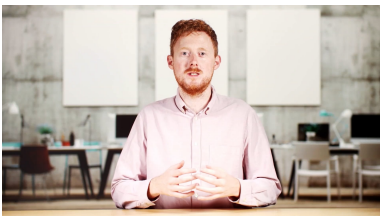
Develop the IT Infrastructure of an SME

Upgrade a small law firm's IT equipment by setting up their new infrastructure, installing a Virtual Machine, and providing them with technical documentation.

Skills

- Integrate mobile and peripheral workstations on a network
- Configure company software
- Install hardware and peripherals on company infrastructure

Associated courses



Set Up TCP/IP Networks

Easy

8 hours

Design your first TCP/IP network and discover the network simulation tool Cisco Packet Tracer in this 3-stage course: create, configure and add DHCP and DNS.



Simulate Your Network Diagram With Cisco Packet Tracer

Medium

12 hours

Learn how to simulate your corporate network diagram with Cisco Packet Tracer software. Configure and secure your network.

Project 5 - 50 hours

Secure the Workstations in an IT Inventory

Ensure IT security at a digital bank with automatic backup, antivirus software and safety communications.

Skills

- Check the integrity of a user workstation backup
- Secure a user workstation
- Set up a backup for a user workstation

Associated courses



Set Up Backup Solutions

 Easy  6 hours

Learn how to set up backup solutions that best suit your projects. Protect your data with PowerShell, EaseUS, Restic or Amazon Web Services (AWS).

Project 6 - 60 hours

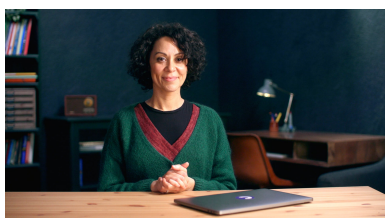
Provide User Support

Serve as an integral part of the HelpDesk team at a global company by responding to and organizing tickets with ZenDesk IT software.

Skills

- Provide IT assistance by conducting an incident analysis
- Provide IT assistance following an established procedure
- Provide support to users concerning tools and IT security

Associated courses

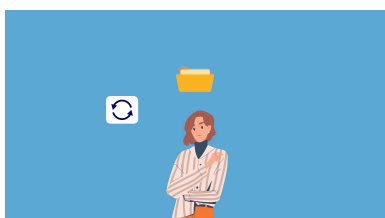


Develop a Service-Minded Attitude

 Easy

 8 hours

Being service-minded is at the heart of any professional relationship. In this course, you will learn how to communicate effectively, improve professional relationships with both colleagues and external clients, and overcome communication and relational challenges.



Discover Ticket Management With Zendesk

 Easy

 4 hours

Learn about the basic principles of ticketing systems and manage your first tickets with Zendesk. This course will make customer support a piece of cake.

Project 7 - 70 hours

IT Service Management on a Daily Basis

Perform a variety of IT support tasks in a typical technician's day using ServiceNow.

Skills

- Manage interactions with IT service providers
- Manage the IT inventory
- Monitor the availability of a server
- Ensure compliance with legislation on IT equipment
- Write a technical report or a supplement to a documentary database

Project 8 - 50 hours

Improve a Company's Information System

Propose a software solution for your company's information system on a topic of your choice.

Skills

- Advocate solutions to improve the IT system
- Design a working prototype to demonstrate the IT system improvement
- Write a technology gap analysis

Associated courses



Improve Your Presentation Skills

 Easy

 6 hours

Have you ever prepared a PowerPoint presentation and felt like people lost interest after a few slides? This course shares presentation tips and tricks to make sure this won't happen again! Find out how to design beautiful slides and deliver a great presentation on the day.