



Introduction to IT Technical Support

Course Summary

This course is designed to introduce you to some of the fundamentals of technical support. Learn best practices for PC troubleshooting, PC repair, and basic networking. Gain hands-on experience installing Windows XP, Vista, and Windows 7, and learn how to properly secure your wireless network. This is not an official CompTia Course, but covers major exam topics, and is an excellent exam preparation course.

Required Materials

Student Workbook (supplied)
PC to run virtual Labs (supplied)

Note

Although no prior experience with computers is necessary to take this course, it is recommended that students have an understanding of basic mathematics (addition, subtraction, multiplication, and division), and are willing to 'get their hands dirty' opening up computers. Students will also be working with electrical components in some of the labs in this course.

Course Outline

Technical Support Overview

- Introduction to IT technical support
- Top 10 reasons to be in IT
- Best practices for IT technicians
- Get Certified: An overview of CompTia certifications and exams

Personal safety – avoid electrocution

- Working with electricity
- Computing electrical requirements for PCs
- Troubleshooting power supplies

The personal computer – then and now

- Legacy Architecture
- Modern Architecture
- Motherboards, hard drives, CPUs, RAM, and more
- How to safely repair/build a PC

Networks – from Token Ring to Ethernet

- Network topology Overview
- Working with Ethernet
- Hubs, switches, routers, and modems
- Cabling an Ethernet network

Wireless Networking – Freeloaders beware

- How to secure your wireless network

About the Instructor

Steve Meggeson is a Microsoft Certified Trainer, and specializes in Microsoft Networking and Communications Technologies. He has been teaching all sorts of courses (technical and non-technical) since 1999.