

# Cisco Certified Support Technician - IT Support

## A Comprehensive Guide to IT Support

Courseware #8300



CCI Learning<sup>®</sup>  
IGNITING POSSIBILITIES

# Unit 1: IT Support Job Tasks and Responsibilities

## Unit Objectives

In this unit, you will learn the primary responsibilities and concepts of IT support. You will also learn basic troubleshooting steps and how to document issues properly. Upon successful completion of this unit, you should be able to understand the following:

- Introduction to IT Support
- Time Management and Documentation
- Ticketing Systems and Troubleshooting

# Lesson 1: Introduction to IT Support

## Lesson Objectives

In this lesson, you will overview the essential knowledge and skills to be successful in the role of an IT support specialist. Upon successful completion of this lesson, you should be able to understand the following:

- Role
- Help Desk Concepts

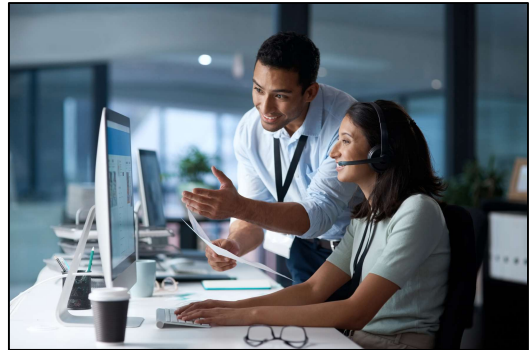
# Role

Welcome to the Cisco Certified Support Technician coursebook! This course will prepare you to become an IT support specialist. We'll teach you the key skills, whether you're new to this career or have some experience.

An Information Technology (IT) support specialist is important for any organization. In today's digital world, technology is vital for business and an IT support specialist's job is to make sure everything runs smoothly.

How to Prepare for an IT Support Technician Job:


- **Learn the Basics:** Understand computer hardware, software, and networking. Know operating systems, troubleshooting, and basic networking.
- **Develop People Skills:** Good communication and interpersonal skills are vital. Practice active listening, empathy, and clear communication to provide excellent customer service.
- **Get Certified:** Earn certifications like the Cisco Certified Support Technician (CCST) to demonstrate your technical abilities.
- **Stay Updated:** Stay current with the latest technology trends in IT. Explore new technologies and continue learning.
- **Gain Experience:** Seek internships, part-time jobs, or volunteer opportunities to get hands-on experience. Real-world experience helps you apply knowledge and develop problem-solving skills.



<b>Help Desk Technician</b>	An IT professional who helps end-users with computer or network issues.
<b>Customer Support Technician</b>	An IT professional who fixes technical problems for customers through phone, email, or chat.
<b>Technical Certification</b>	Documentation given to people who prove they know certain technical skills, like the Cisco Certified Support Technician (CCST) certification.
<b>Troubleshooting</b>	Finding and fixing technical issues in computers, networks, or software.
<b>Interpersonal Skills</b>	Being able to communicate well, connect with people, and work with others.

Sarah is a recent graduate who just got hired as an IT support specialist. On her very first day at work, she receives a message from John, a colleague who's having trouble with his laptop's connection. Remembering what she learned in her Cisco Certified Support Technician course, Sarah springs into action. She quickly figures out that there's a problem with the laptop's network settings and resolves it immediately. John is impressed by Sarah's speedy help and expresses his gratitude. This boosts Sarah's confidence in her new role as an IT support specialist, knowing she can handle challenges effectively.

**Learn Task**

 To practice this skill, access your XperienceED learning platform or student data files.

# Help Desk Concepts

IT support specialists are important for helping users fix problems quickly. Learning about key help desk concepts like queue management, time management, ticketing systems, service level agreements (SLAs), and key performance indicators (KPIs) will help you handle support requests better and meet goals.

Key Help Desk Concepts:

- **Queue Management:** Organizing and handling support requests so they get solved quickly.
- **Time Management:** Planning how to use your time and resources well, so you can handle many support tickets at once without lowering quality.
- **Ticketing Systems:** Software used to manage the process of logging, tracking, and resolving support tickets.
- **Service Level Agreements (SLAs):** Agreements between the help desk and customers that say what level of service the customers should expect, like how quickly the help desk will respond and solve problems.
- **Key Performance Indicators (KPIs):** Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.

<b>Queue Management</b>	Organizing and handling support requests so they get solved quickly.
<b>Time Management</b>	Planning how to use time and resources well to handle many support tickets at once without lowering quality.
<b>Ticketing Systems</b>	Software used to manage the process of logging, tracking, and resolving support tickets.
<b>SLA (Service Level Agreement)</b>	Agreement between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems.
<b>KPIs (Key Performance Indicators)</b>	Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.

Tina, an IT support specialist, handles incoming support requests. She uses queue management to deal with urgent issues affecting many users first. Tina also manages her time well, quickly fixing tickets while keeping quality high. She logs each request and updates its status using the ticketing system. Tina observes SLAs to ensure response times are met and problems are solved quickly to keep customers happy. By tracking KPIs like ticket resolution time and customer feedback, Tina keeps improving the help desk's performance and gives great support to customers.

## Learn Task



To practice this skill, access your XperienceED learning platform or student data files.

## Lesson Assessments



Access your XperienceED learning platform or student data files and complete the Practice Questions and Practice Exercises for this lesson.

# Lesson 2: Time Management and Documentation

## Lesson Objectives

In this lesson, you will learn the key concepts of time management and documentation for high-quality support. Upon successful completion of this lesson, you should be able to understand the following:

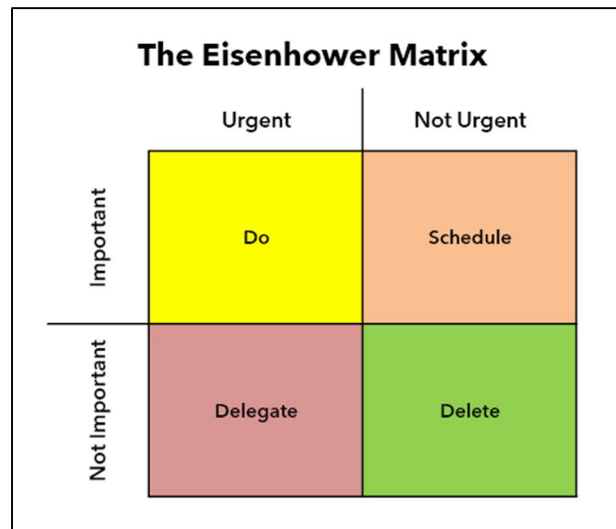
- Prioritize Tasks
- Urgent Requests
- Documentation

# Prioritize Tasks

Responding to tickets quickly is important for keeping customers satisfied and ensuring the business runs smoothly. Decide which tickets or tasks to do first based on how urgent and complicated they are. This helps manage resources well and ensures customers don't wait too long. When tasks are handled effectively, it's more straightforward to manage urgent requests while supporting many people at once.

How to Prioritize Tasks:

- Think about how urgent and important each task is: Determine how much it matters to customers or how it affects the business. Do the most urgent and important tasks first.
- Use helpful resources: There are tools like the Eisenhower Matrix or ABC prioritization that can help you figure out which tasks to do first. These tools help you determine which tasks need immediate attention and which ones can wait.
- Listen to what customers need: When deciding what to do first, know what's most important to customers. This helps ensure you're meeting their needs and the business's goals.



<b>Priority</b>	The importance of a task determined by its impact on goals or customer satisfaction.
<b>Eisenhower Matrix</b>	A system that divides tasks into four groups based on how urgent and important they are.
<b>ABC Prioritization</b>	A system for sorting tasks by how important or urgent they are.
<b>Urgent Requests</b>	Tasks needing immediate attention because they are critical or time-sensitive.

Johnny, Anna, and Rico work together in the IT support department. They use a basic way to decide which tasks to do first; it's called the ABC framework. Johnny takes the tasks that are most important, like when a lot of people can't use the system, and gives them an A priority. Then, Anna quickly takes care of them. Rico deals with tasks that affect just one person or a small group, like when a computer isn't working right. Johnny gives these a B priority, and Rico makes sure these get fixed. The basic tasks, like answering straightforward questions, are given a C priority. These are given to newer team members to handle quickly. This way of working helps the team keep up their good service and fix problems fast, making sure customers are satisfied and the business runs smoothly.

Learn Task

To practice this skill, access your XperienceED learning platform or student data files.

# Urgent Requests

When urgent issues arise in customer service, it's important to deal with them quickly. Establish clear criteria for urgent requests, create escalation paths for difficult issues, and proactively communicate with customers. This will create transparency, manage expectations for a positive experience, and keep the business running smoothly.




How to Respond to Urgent Requests:

- **Establish Clear Criteria:** Decide on clear criteria for spotting urgent requests. Think about how serious the issue is, how it affects customers, and how quickly it needs fixing. This helps you know what to handle first.
- **Create Escalation Paths:** Make a plan for managing difficult issues. This might mean getting help from experts or managers. Make sure everyone knows how to do this so you can fix urgent problems fast.
- **Use Proactive Communication:** Inform everyone how long it might take to fix urgent issues and what steps to take. Being open about this helps customers feel trust and understand what's going on.

<b>Criteria</b>	Guidelines used to decide how urgent a request is.
<b>Escalation</b>	Taking an urgent or important task to an expert.
<b>Transparency</b>	Openly sharing information.
<b>Proactive</b>	Acting before problems occur.

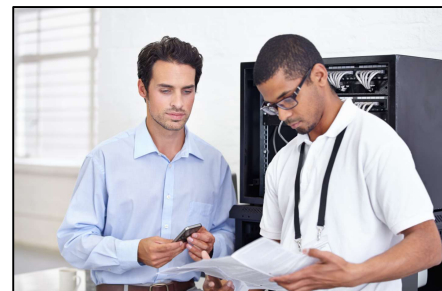
Sam, the team leader, quickly deals with urgent reports from customers who can't access their accounts. He asks Emma and James to inform the customers while he asks Andy and his team to fix the problem. In just an hour, Andy's team fixes everything so all the customers can access their accounts. By acting fast, the team resolved the issue quickly, created a positive customer experience, and helped increase trust in the company.

Learn Task

 To practice this skill, access your XperienceED learning platform or student data files.

# Documentation

Documenting helps IT technicians share and save knowledge effectively. Without it, troubleshooting steps and fixes might slip from memory. This could mean redoing work to solve the same issues. By jotting down the problem, how you tried to fix it, and what happened, you make a handy guide for later. This saves time for you and your team.



Steps to Use Documentation:

1. **Describe the Problem:** Start by clearly stating what went wrong. Include when it happened, what signs there were, and who reported it.

2. **Troubleshoot Steps:** Record what you did to find the issue. Be specific, noting any commands used, settings changed, or tests done. This helps others follow your thinking and copy your actions if needed.
3. **Discuss Results:** Explain what happened after you tried fixing it, did it work, were there surprises, is more needed? This wraps up the record and helps others know how it ended.
4. **Detail Documentation:** Make sure your notes cover everything about the problem. Add screenshots, error messages, and any other helpful info.
5. **Think Ahead:** Plan how your notes can help with similar problems later on. Arrange them so they're convenient to find, making it quick to get solutions when needed.

<b>Documentation</b>	Recording details about a problem, steps taken to fix it, and what happened afterward, for later use.
<b>Troubleshooting</b>	Finding and fixing issues with computer systems or networks.
<b>Factual</b>	Using truths and clear information instead of opinions or guesses.

At a busy hospital, James, the IT support specialist, gets a message that some computers in the emergency room can't access patient records. James acts fast, noting down which computers are affected and what's wrong. He documents every step he takes to fix it, such as checking connections and restarting computers. When he finds a broken network switch is the problem, he swaps it out and checks that it's fixed. His notes come in handy when a similar problem happens in the surgical ward later. His coworker can quickly follow James's steps and get patient records back online right away.

#### Learn Task



To practice this skill, access your XperienceED learning platform or student data files.

#### Lesson Assessments



Access your XperienceED learning platform or student data files and complete the Practice Questions and Practice Exercises for this lesson.

# Lesson 3: Ticketing Systems and Troubleshooting

## Lesson Objectives

In this lesson, you will learn the basics of effective ticket systems and how to use troubleshooting steps to solve customer problems. Upon successful completion of this lesson, you should be able to understand the following:

- Ticket Queues
- Ticket Processing
- Ticket Escalation
- Troubleshooting

# Ticket Queues

Managing the ticket queue well means handling customer questions, sorting out account problems, and responding quickly to urgent issues. The support team represents the company and its brand, so how they handle tricky customer problems can make a big difference in brand affinity or how much customers trust the company or product.

The image shows a 'New Ticket' form with the following fields and options:

- Name \*: Ticket #42216
- SLA: [blurred]
- Customer Contact: [blurred]
- Type \*: Feature Request
- Status \*: Open
- URL: [empty]
- PO Product Version: [dropdown]
- Conf Item: [dropdown]
- PO Version: [empty]
- Priority: [dropdown]
- Assignee: [dropdown]
- Note: [text area]
- Spellcheck: No
- Software Component: [dropdown]
- Description \*: [text area]
- Spellcheck: No
- Desired Customer End Date: [calendar icon]
- Quoted Days: [empty]
- Department: [dropdown]
- PO Package: [dropdown]

Buttons: OK, Cancel

\* required

How to Manage Ticket Queues:

- Use a Ticketing System: Make sure to use a good system for tracking and managing support tasks. This system should help sort tasks based on what they're about, how serious they are, and who the customer is.
- Delegate Tasks: Make sure each task goes to someone who knows how to deal with it and who has time to do it. This helps spread the tasks evenly so no one has too much work. Regularly check on queue progress and move around resources as needed.
- Monitor Progress: Check the task list to ensure things are going well. This helps identify any problems early and make sure tasks are getting done on time. Adjust task assignments if things aren't going well.

<b>Queue</b>	A list of tasks or requests waiting to be dealt with in a system.
<b>Brand Affinity</b>	Customer loyalty, affected by how well problems are handled.
<b>Ticketing System</b>	A tool for tracking support requests, organizing them by problem type, seriousness, and customer information.
<b>Resource Allocation</b>	Putting resources in place to handle tasks in a list efficiently, making sure customer issues get fixed on time.

In a busy online store's customer service center, Raul leads a team of agents: Emily, Alex, and James. When many questions come in, Raul sorts them by how hard or urgent they are. He gives the urgent ones to Emily right away, and he sends questions about orders to Alex. James monitors everything, making sure the most important issues get fixed quickly and informing everyone what's going on. By handling the questions well and using his team's skills, Raul ensures every customer gets helped quickly. This helps keep the company known for its great service.

Learn Task

To practice this skill, access your XperienceED learning platform or student data files.

## Ticket Processing

Creating, updating, and resolving support tickets streamlines communication between customers and support teams. Support tickets are digital notes that help you organize and track user requests for help. Without support tickets, requests for help could get lost or forgotten, leading to frustration for everyone. By using support tickets, you can keep track of who needs help, what problems they're facing, and what steps have been taken to fix them. This helps ensure that no request is lost and that problems are resolved quickly.

Side Menu

Filter Tickets

Mine/All: All  
 Start Date: 2000-01-01  
 End Date: 2100-01-01  
 Ticket Name:   
 Status: Open  
 Type: [...]  
 Queue: [...]  
 SLA: ITT S.A. (ITT Tick...  
 Creator: [...]  
 URL:   
 PO Product Version: [...]  
 Priority: [...]  
 Assignee: [...]  
 Software Component: [...]  
 Customer Contact: [...]  
 PO Package: [...]

New Ticket

Name:   
 SLA: [...]  
 Type: [...]  
 Status: Open

<input type="checkbox"/>	Prio	Nr	Name	Version	Type	Status	Contact	SLA	Deadline	Quoted	TS	Invoice ID
<input type="checkbox"/>	1 - Highest	49578	<a href="#">Automatically assign newly added employees to the projects of their Department</a>		SLA Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				
<input type="checkbox"/>	1 - Highest	53977	<a href="#">Timesheet Customer &amp; Project - CSV Output</a>		SLA Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				
<input type="checkbox"/>	1 - Highest	54933	<a href="#">Extensions Finance Cube</a>		SLA Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>		2.000		
<input type="checkbox"/>	3	50875	<a href="#">Automatic Reports Generation</a>		SLA Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				
<input type="checkbox"/>	5	49121	<a href="#">Report Headers (inconsistent)</a>		Bug Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				
<input type="checkbox"/>	5	52653	<a href="#">Reminder "Logging Hours"</a>		SLA Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				
<input type="checkbox"/>	5	53392	<a href="#">Activities not showing</a>		Bug Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				
<input type="checkbox"/>	5	53995	<a href="#">Admin / Profiles (Permissions) Search not working properly</a>		Bug Request	Open	<a href="#">Peter Klient</a>	<a href="#">ITT Ticket Man</a>				

Viewing tickets 1 to 19 from 19

Associate  
 Change Prio  
 Close  
 Close & notify  
 Close Escalated Tickets  
 Delete  
 Duplicated  
 Escalate  
 Nuke  
 Reopen  
 Re-Open & notify  
 Resolved

Comments? Contact: [frank.bergmann@project-open.com](mailto:frank.bergmann@project-open.com)


Steps for Support Tickets:

1. **Making a Ticket:** When a user reports a problem, create a support ticket. Record their name, contact info, the problem, and any screenshots or error messages.
2. **Updating the Ticket:** As you work on fixing the problem, keep the support ticket updated. Note what you've tried, what changes were made, and what happened. This keeps everyone in the loop and makes the process clear.
3. **Fixing the Ticket:** Once the problem's solved, update the ticket to state it's fixed. Explain how you fixed it and if anything else needs assistance.
4. **Sharing with Users:** Stay in touch with the user throughout. Inform them how it's going, what's changed, and when it's fixed. This builds trust in the process.
5. **Closing the Ticket:** When the problem is fixed, close the ticket. This signifies that the problem is resolved and makes it clearer when tracking the finished requests.

<b>Support Ticket</b>	A digital note used to document and track requests for help.
<b>Update Ticket</b>	Adding new information to a support request.
<b>Resolving</b>	Successfully fixing or addressing the problem in a support ticket.

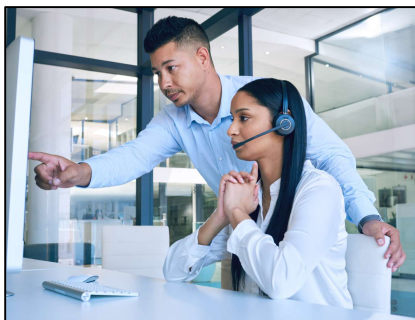
Susan, an IT support specialist, gets a message from Mark, explaining that his laptop is slow and keeps freezing during important meetings. Susan makes a support ticket right away, jotting down what's wrong with Mark's laptop and setting a time to check it out. She notes her findings in the ticket, realizing that Mark's laptop has old software and not enough space. Susan works hard to update the software and make more room on the laptop so it runs better for Mark's meetings. Once everything's fixed, she updates the ticket to state the problem's solved. Mark thanks Susan for her fast help, and Susan closes the ticket, marking it as done.

Learn Task


To practice this skill, access your XperienceED learning platform or student data files.

## Ticket Escalation

Support ticket escalation is when you send a ticket to a higher level of support for extra help. Without escalation, tough problems could mean longer downtime, less work getting done, and unhappy users. By escalating tickets, you can get more help to fix hard issues fast, keeping things running smoothly and customers happy.



Steps to Escalate a Support Ticket:


1. **Check the Problem:** Observe how tough and serious the problem is in the support ticket. Decide if you need special knowledge or help beyond your own.

2. Use Resources: Before escalating, check guides and other information to decide if you can fix it alone. Try everything you can before asking for more help.
3. Inform your Manager: If you can't fix it, let your manager know what's going on and why you need more help. Share all the details and information you have.
4. Escalate the Problem: If your manager approves, send the ticket up to the next level of support. Explain clearly what's wrong and what you've tried.
5. Monitor Progress: After sending the ticket to someone else, check how it's going and give more information or help if needed.

<b>Support Ticket Escalation</b>	Sending a problem to a higher level of support for extra help.
<b>Severity</b>	How serious or urgent a reported problem is.
<b>Expertise</b>	Knowing a lot about one specific topic or area.
<b>Resources</b>	Tools, guides, or people that help fix problems.
<b>Follow Up</b>	Checking on a ticket to make sure the problem gets fixed.

Emily gets a support ticket explaining the main app keeps crashing for many users. Emily tries to fix it but can't, so she lets her manager, Rachel, know. Rachel agrees they need more help. She sends the ticket to Alex, a senior software engineer, with all the details. Alex examines it, finds a problem in the app's code, and makes a fix. Once resolved, Alex updates the ticket, and Emily informs the users it's been fixed. Thanks to quick action, the app is back to normal, and everyone can work without problems.

Learn Task

 To practice this skill, access your XperienceED learning platform or student data files.

## Troubleshooting

Troubleshooting is the process of finding and fixing technical issues. When something goes wrong, it's up to you to figure out what happened and fix it. When hardware or software doesn't work correctly, it can cause many issues. It might mean that work can't be done or that people can't access important files. By following a troubleshooting process like Cisco's model, you can quickly find and fix problems, getting things back to normal fast. Cisco has a helpful method for troubleshooting that you can follow.



Steps to Using Cisco's Troubleshooting Model:

1. Define the Problem: First, figure out exactly what's going wrong. Is it that no one can connect? Or maybe one specific document won't load?

2. Gather Detailed Information: Next, gather as much information as you can about the problem. What exactly happened? When did it start? Who is affected?
3. Identify a Probable Cause of Failure: Once you have enough information, try to figure out what might have caused the problem. Maybe there's a bad connection or something specific isn't working right.
4. Devise a Plan to Resolve the Problem: Develop a plan to fix the problem. This might involve restarting equipment, changing settings, or escalating the issue to developers.
5. Make Necessary Changes to Implement the Plan: Put your plan into action. Make the changes needed to fix the problem.
6. Observe the Results of the Changes: After making changes, notice if they fixed the problem. Is everything working like it should now?
7. If the Problem is Not Resolved, Repeat the Process: If the problem isn't fixed, don't give up! Go back to step one and try again. Sometimes it takes a few tries to find the right solution.
8. Document the Changes Made to Resolve the Problem: Finally, make sure to record what you did to fix the problem. This can help you and others in the future if a similar problem comes up again.

<b>Probable Cause</b>	The likely reason why a problem occurred.
<b>Implement</b>	To put a plan or solution into action.
<b>Observation</b>	Checking to monitor what happens after making changes.

The internet suddenly stopped working for everyone in the office. Using Cisco's troubleshooting model, IT technician, Paula, started by defining the problem: no internet connection. She asked coworkers for information and found out a storm caused the outage. Paula guessed lightning might have damaged the equipment.

She planned to check it and replace any broken parts. After fixing the equipment, the internet began working again, but one computer still had issues. Paula went through the steps again and noticed the network cable was unplugged. Once she fixed that, everything was working properly. Paula noted down what she did, so she could use it later if needed.

#### Learn Task



To practice this skill, access your XperienceED learning platform or student data files.

#### Lesson Assessments



Access your XperienceED learning platform or student data files and complete the Practice Questions and Practice Exercises for this lesson.

#### Unit Assessments



Access your XperienceED learning platform or student data files and complete the Objective Assessment and Create Project for this unit.

# Unit 1 Key Terms

Term	Definition
<b>ABC Prioritization</b>	A system for sorting tasks by how important or urgent they are.
<b>Brand Affinity</b>	Customer loyalty, affected by how well problems are handled.
<b>Criteria</b>	Guidelines used to decide how urgent a request is.
<b>Customer Support Technician</b>	An IT professional who fixes technical problems for customers through phone, email, or chat.
<b>Documentation</b>	Recording details about a problem, steps taken to fix it, and what happened afterward, for later use.
<b>Eisenhower Matrix</b>	A system that divides tasks into four groups based on how urgent and important they are.
<b>Escalation</b>	Taking an urgent or important task to an expert.
<b>Expertise</b>	Knowing a lot about one specific topic or area.
<b>Factual</b>	Using truths and clear information instead of opinions or guesses.
<b>Follow Up</b>	Checking on a ticket to make sure the problem gets fixed.
<b>Help Desk Technician</b>	An IT professional who helps end-users with computer or network issues.
<b>Implement</b>	To put a plan or solution into action.
<b>Interpersonal Skills</b>	Being able to communicate well, connect with people, and work with others.
<b>KPIs (Key Performance Indicators)</b>	Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.
<b>Observation</b>	Checking to monitor what happens after making changes.
<b>Priority</b>	The importance of a task determined by its impact on goals or customer satisfaction.
<b>Proactive</b>	Acting before problems occur.
<b>Probable Cause</b>	The likely reason why a problem occurred.
<b>Queue</b>	A list of tasks or requests waiting to be dealt with in a system.
<b>Queue Management</b>	Organizing and handling support requests so they get solved quickly.
<b>Resolving</b>	Successfully fixing or addressing the problem in a support ticket.
<b>Resource Allocation</b>	Putting resources in place to handle tasks in a list efficiently, making sure customer issues get fixed on time.
<b>Resources</b>	Tools, guides, or people that help fix problems.
<b>Severity</b>	How serious or urgent a reported problem is.
<b>SLA (Service Level Agreement)</b>	Contract between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems.
<b>Support Ticket</b>	A digital note used to document and track requests for help.
<b>Support Ticket Escalation</b>	Sending a problem to a higher level of support for extra help.
<b>Technical Certification</b>	Documentation given to people who prove they know certain technical skills.
<b>Ticketing Systems</b>	Software used to manage the process of logging, tracking, and resolving support tickets.

<b>Time Management</b>	Planning how to use time and resources well to handle many support tickets at once without lowering quality.
<b>Transparency</b>	Openly sharing information.
<b>Troubleshooting</b>	Finding and fixing technical issues in computers, networks, or software.
<b>Update Ticket</b>	Adding new information to a support request.
<b>Urgent Requests</b>	Tasks needing immediate attention because they are critical or time-sensitive.

# IT Skills that Matter

Expand Your Learning Experience with **XperienceED**, CCI Learning's Kinesthetic Learning Platform.



**LEARN MORE:** <https://products.ccilearning.com>

Prepare for the official Cisco Certified Support Technician – IT Support certification with this essential course.

Gain the foundational knowledge and practical skills needed to become an entry-level help desk or desktop support technician.

Explore key concepts like queue management, time management, and ticketing systems, while building documentation skills and mastering the Cisco troubleshooting model to resolve common IT issues.

This course covers troubleshooting hardware, connectivity, and operating system issues, as well as addressing security threats and prevention methods.

Learn to use essential tools for remote access and communication, while understanding the critical role IT support plays in data security and cyber threat prevention.

As the digital landscape evolves, the demand for skilled IT support professionals continues to grow. Start your journey toward a successful career in IT, advancing your Cisco skills and expertise.

## Key Learning Outcomes:

- **IT Support Tasks:** Understand help desk concepts, ticketing systems, and SLAs; document and troubleshoot customer issues effectively.
- **Hardware Management:** Follow safety protocols, assist with device setup, and resolve common hardware issues and component upgrades.
- **Network Troubleshooting:** Help users access network resources and troubleshoot connectivity issues with devices and peripherals.
- **Operating Systems:** Resolve issues on Windows, MacOS, and mobile devices; manage updates, backups, and basic cloud and virtualization tasks.
- **Security and Threats:** Identify common security threats, prevent social engineering attacks, and follow data protection policies.
- **Job Tools:** Use remote access software, AI tools, and technical resources to troubleshoot and document issues.

