

In this documentation, we have provided comprehensive content from all five of our IT support skills courses. Additionally, we have included concise video summaries for each course to offer a quick overview. ([Short Video](#))

How to Begin the Modern IT Support Course as a Premium Member [Watch this Video](#):



Want to create a self-paced schedule? Use the JSS Scheduler to plan your learning for five IT Support courses. We recommend studying 1.5 hours daily to complete all five courses with hands-on practice in 3–4 months. Click here:

<https://www.jobskillshare.org/catalog1/schedule/mdts.html>

MODERN IT SUPPORT TRAINING: PART 1 | A+ (220-1102)

Note: In your first course, the initial chapters mentioned in the message are exceptionally important. In JSS courses, we follow a sequential teaching approach. If you skip videos and jump to different sections, it can make learning skills challenging. We strongly advise against skipping any videos. If you want to move through the content more quickly, you can use the video playback speed feature. However, please avoid skipping videos altogether.

Introduction

This unit contains important information about how to use the lab systems, how to get support, and how to perform the orientation lab. Watch the video in this unit to ensure a stress-free learning experience

Career Information

Learning Goals

What is Network

What Makes a Network

Chapter 1: OPERATING SYSTEMS: Partner Content

CHAPTER 2: SECURITY: Partner Content

CHAPTER 3: SOFTWARE TROUBLESHOOTING: Partner Content

CHAPTER 4: OPERATIONAL PROCEDURES: Partner Content

Note: Chapters 1-4 within our courses are brought to you by our partners. We've taken extra steps to enhance engagement by creating videos within these chapters and including associated **labs and projects**. These chapters aim to provide a quick overview, demonstrations, and explanations of terminologies.

To maximize your learning, we advise against replicating every step or action demonstrated in the chapters. Instead, focus on completing the projects or labs presented within the chapters. You'll find ample practice opportunities in the course **modules**, particularly in the lab tasks.

Q: What if I come across a term that I don't understand? How can I learn about it?

A: In today's modern world, AI tools are powerful enough to answer almost any question instantly. You can use tools like ChatGPT to ask any question when you're stuck or confused. Even the free version is sufficient to answer most of your questions.

<https://chatgpt.com/>



Resume Project after finishing chapter 1-4

Note: The initial resume project is designed for you to download our template and assess if you are prepared for a job using it. In many instances, members may not be fully prepared right away. Your objective is to enhance your qualifications and strengthen this resume by completing the upcoming content in this course and other courses outlined in this roadmap. Be sure to closely follow the videos within the course for more in-depth guidance.

Note: Modules are centered around hands-on practice. In our module videos, you'll observe instructors working on the exact tasks you'll perform in the lab systems. It's advisable to start by following the lab documentation. If you encounter difficulties or wish to expedite your progress, you can also reference how the trainer completes the tasks. Don't forget to watch the introductory lecture for each task for a solid foundation.

Module 1: Identifying different Windows Operating System Editions - LAB CONTENT

Module 2: Managing a Windows Device using the Command Line Interface - LAB CONTENT

Module 3: Managing a Windows device using the Graphical User Interface (GUI) LAB - CONTENT

Module 4: Configuring a Windows Device using the Control Panel - LAB CONTENT

Module 5: Configuring and Managing a Windows Device using Settings - LAB CONTENT

Module 6: Configuring Networking Settings on a Windows Device - LAB CONTENT

Module 7: Install and Configure Applications on a Windows Device - LAB CONTENT

Module 8: Identify different Operating Systems and Functionality

Module 9: Different Operating System Installation Methods

Module 11: Tools for Managing and Maintaining Linux Operating Systems

Module 12: Implementing Physical Security Measures

Module 13: Implementing Network Security Measures

Module 14: Authentication and Authorization Methods

Module 15: Wireless Security Implementation (No Tasks)
Module 16: Malware and Social Engineering Prevention Methods (No Tasks)
Module 17: Security Implementation on a Windows Device
Module 18: Password and Account Management on a Windows Device
Module 19: Mobile Security Solutions
Module 20: Secure Data Disposal Methods
Module 21: Securing a SOHO Network
Module 22: Securing Web Browsers on a Windows Device
Module 23: Troubleshooting Windows Operating Systems (No Tasks)
Module 24: Troubleshooting Personal Computer Security Settings (No Tasks)
Module 25: Malware Removal and Remediating Best Practices
Module 26: Troubleshooting Mobile Device Security Settings (No Tasks)
Module 27: Documentation Best Practices (No Tasks)
Module 28: Implementing Basic Change Management Best Practices (No Tasks)
Module 29: Backup and Recovery Implementation
Module 30: Safety and Environmental Procedures (No Tasks)
Module 31: Privacy, Licensing & Policy Concepts (No Tasks)
Module 32: Using Proper Communication Techniques and Professionalism (No Tasks)
Module 33: Basic Scripting Techniques
Module 34: Remote Access Methods
Project for Certificate



Project for Certificate

To get the certificate, open the unit of this course and follow the directions inside.

Note: The second course will delve into crucial skills, such as basic networking and core services that are valuable for interviews. It also includes optional hardware learning. We highly recommend exploring the printer's section and mobile devices, as these are frequently used in hardware-related tasks.

MODERN IT SUPPORT TRAINING: PART 2 | A+ (220-1101) ([Short Video](#))

This course is important for learning advanced skills such as DNS, DHCP, and other in-demand projects, which will be covered in various chapters.

Reminder: All courses must be completed in sequence to gain the full benefit and develop the skills required for this job role

Course Introduction (IMPORTANT)

A+ 1101 Mobile Devices

A+ 1101 Networking

A+ 1101 Hardware

A+ 1101 Virtualization and Cloud Computing

A+ 1101 Troubleshooting Hardware and Networking

Additional Hardware Content

Safety for You and Computer Components
System Component Overview
Understanding Motherboards
Understanding Processors
Understanding Types of Memory
Hard Drives and Storage Devices
Power Supplies and Voltage
Ports, Cables, and Connectors
Input and Output Devices
Managing Printers
Mobile Devices, Multimedia, and Laptop Computers
Preventive Maintenance
Troubleshooting Procedures
Applying Early in IT Support: Possibility, Resume Tips, and Interview Prep
Certificate Information



Resume Project

Note: In this part, you will undertake another resume project. By this time, you'll likely be much more confident than when you first worked on your resume. With the completion of Part 1 and Part 2, you'll have more accomplishments to showcase and a stronger position to defend your qualifications.



Certificate

Note: This third course holds great significance as it introduces skills that are in high demand. Many interview questions revolve around these skills, including Active Directory and Microsoft Office 365. It's essential to complete the projects within this course to ensure you're well-prepared.

IT SUPPORT: ACTIVE DIRECTORY, OFFICE 365 & TECH SKILLS [\(Short Video\)](#)

Course Introduction

Real-World IT Learning | Active Directory
Real-World IT Learning | Group Policy Training for IT Support
Real-World IT Learning | Office 365 Training for IT Support
Windows Management Skills for IT Support
Ticketing Systems Training and Certificate
Common Troubleshooting Level 1,2
Power & Advance tools for IT Professionals
Project for Certificate

IT SUPPORT: PEOPLE SKILLS FOR IT PROFESSIONALS [\(Short Video\)](#)

In a help desk job, you get to connect with customers or staff members, understand their experience with your company or within the company, and get to know the product or mission inside and out. It takes a certain mix of skills, values, and personal characteristics to really go far in a help desk or support career.

This course also includes AI exercises to help you build confidence. If you have a Lite or Premium membership, make sure to request access. These exercises are freely available to members, though normally valued at \$20 per month. Instructions are provided within the AI exercises section of this course

Professional Communication in IT Support

Mastering Listening Skills in IT Support

Mastering Difficult Conversations in IT Support

Mastering Phone and Remote Support Skills

Mastering Time Management in IT support

Enhancing Teamwork in IT Support

IT Professional Troubleshooting and Documentation

Certificate Request



Project

IT SUPPORT RESUME, APPLYING FOR JOBS AND COMMUNITIES

- **Introduction**
- **Sample Resume and tips**
- **Searching for jobs**
- **Interview Questions and Answers**
- **The Job Search Dilemma or having trouble getting IT interviews or landing jobs**

Finally, you will conclude this roadmap with the "Applying to Jobs" course. This course provides you with access to numerous valuable videos and sessions we've conducted with our previous program members. This type of knowledge is hard to come by, so make the most of this opportunity. Enhance your interview responses by thoroughly reviewing all the videos in this course.

Additional Preparation: If you are preparing for the CompTIA A+ exam or interviews, you can use our practice test section to get ready. These tests are also helpful for interviews, as similar questions may be asked.

