

# {codenation}<sup>®</sup>

## IT Support Technician

### 10 week Full time

### Overview of the course:

Our Bootcamp is a 10-week, full time course. Mapped to the industry recognised CompTIA A+ and CCST Cybersecurity certifications – designed to give you the skills needed to begin an entry level position in the IT sector.

You will learn to configure and troubleshoot hardware devices, operating systems, networks and software tools. You will also learn fundamental concepts of cybersecurity including threats, vulnerabilities, risk management and incident handling.

We deliver not only a technical curriculum but also include the wider interpersonal and employability skills employers are looking for in the industry.

You will develop and build on your communication, problem solving, project collaboration, presentation, and leadership skills.

Throughout the course you will have the opportunity to hear from industry speakers and receive personalised coaching from experienced data, technology and change professionals.

### Eligibility:

This Bootcamp is aimed at anyone wanting to gain or enhance their technical skills, designed to give you the skills needed to begin an entry level position in the IT sector.

- 19+
- Employed
- Unemployed
- Self employed



Funded by  
  
Department  
for Education

### Details:

- ✓ **Part-time remote course, running specific days over a 10-week period**  
**09:30am - 15:00pm**
- ✓ **FREE if you are a resident in Cheshire and Warrington and unemployed / self employed**
- ✓ **Funded up to 90% if you're employed in a Cheshire and Warrington company**
- ✓ **120 Hours of hands on IT Support Technician Experience**
- ✓ **Guaranteed interview if you are unemployed with hiring employer upon completion**
- ✓ **Hear from Employer speakers during the course**
- ✓ **You will gain the following 2 certifications CompTIA A+ and CCST Cybersecurity, upon completion of the Bootcamp**

## Week One

- Introduction to Course
- Motherboards and Connectors
- System Devices
- Troubleshooting PC Hardware

## Week Two

- Local Networking Hardware
- Network Addressing and Internet Connections

## Week Three

- Network Services
- Virtualization and Cloud Concepts
- Supporting Mobile Devices

## Week Four

- Supporting Print Devices
- Configuring Windows
- Managing Windows

## Week Five

- Identifying OS Types and Features
- Supporting Windows
- Managing Windows Networking

## Week Six

- Linux and macOS
- Network Security

## Week Seven

- Security Settings
- Supporting Mobile Software

## Week Eight

- Support and Scripting Tools
- Implementing Operational Procedures

## Week Nine

- Essential Security Principles
- Basic Network Security Concepts
- Endpoint Security Concepts
- Vulnerability management
- Threat intelligence techniques to identify potential network vulnerabilities

## Week Ten

- Risk management.
- Importance of disaster recovery and business continuity planning
- Monitoring security events and know when escalation is required.
- Digital forensics and attack attribution process
- Impact of compliance frameworks on incident handling
- The elements of cybersecurity incident response

# Enquire today!



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