

Skills Bootcamp in IT Support Technician

10 week – Full-Time

Overview of the course:

Our Skills Bootcamp IT Support Technician 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.

Our curriculum covers not only the technical details but also the knowledge of how these are applied in a real-world business context.

You will develop and build on your skills in problem solving, troubleshooting, maintaining and configuring systems using practical tools.

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
UK Government

Details:

- ✓ **Full time, remote course, 09:30am - 15:00pm, running on specific weekdays over 10 weeks**
- ✓ **225 Hours of hands on IT Support Technician experience**
- ✓ **Hear from Employer speakers during the course**
- ✓ **During the Bootcamp you will receive vouchers for both CompTIA A+ exams and the CCST Cybersecurity exam**
- ✓ **Guaranteed interview if you are unemployed with hiring employer upon completion**
- ✓ **Funding available dependant on eligibility**

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