

# HELP DESK TECHNICIAN

Be the **MVP** of  
**IT** and kick off  
your career  
now!



## 5 Reasons Why the I.T. Industry Is a Great Career Choice

If you're looking into possibilities for a new profession or a career change, the I.T. industry might be at the top of your list. It's one of the fastest growing sectors worldwide providing jobs full of opportunities for professional success. And if you're willing to accept the challenge it is highly rewarding throughout life. To help you make your decision, here are five reasons to start a career in I.T.:

### 1. Quick Employment

Tech companies are looking to hire I.T. professionals because demand is high and there aren't enough qualified workers to fill the gap. And the trend won't end anytime soon, as the tech industry is set to grow another 22-38% by 2020. The demand is so high, that certified professionals can easily find work even without a college degree.

### 2. A Variety of Career Opportunities

Information Technology is not an isolated industry. It overlaps with every other sector, which makes it a versatile career opportunity. From healthcare to agriculture, digital transformation is driving change in all spheres of business which allows I.T. professionals to choose a career that aligns with their interests.

### 3. Easy Career Growth

As technology improves, I.T. professionals evolve alongside it. But with the constant pursuit of knowledge, it allows them to grow their careers much faster and easier than in other industries. It is not unheard of for tech professionals to start at entry level, and move to a mid-level managerial position within a few years.

### 4. It Pays Well

Tech professionals are esteemed for their unique skill sets. That makes them invaluable assets in any business. Therefore, when it comes to their financial compensation for their work, it is substantially higher than the average norm even at junior or entry-level positions.

For example, depending on the industry and location a software engineer (with experience) can earn an average salary of around \$83,000, which is considerably more than the national average in the United States.

### 5. A Reasonable Education

Every job in the I.T. industry requires a unique set of skills. To qualify for a position, candidates usually have to demonstrate the right amount of technical expertise and provide proof of education and some experience.

However, what skilled professionals don't necessarily need is a 4-year university degree. If they have the right certification and display an aptitude for completing tasks, they usually receive an entry-level position.

And when it comes to certification training programs, they are faster and far less expensive than a full degree in Computer Sciences. So, anyone with enough desire to start a career in I.T. is very achievable, even when you want to start from scratch.



## Help Desk Support Technician

Some of the best and brightest in the IT industry started their career at the help desk and this program will give you the same opportunity. It's the perfect place to immerse yourself in the world of technology because in an average day you will help multiple users on varied platforms. By answering user questions in a fast-paced and constantly changing environment, you will quickly earn real world proficiency. This program will give you the skills to understand how computers work (and how they don't). You will learn how to install, configure, and troubleshoot everything from internal PC components the latest apps to networked printers, cloud devices and much more. On an average day you would hone your skills by performing tasks like computer workstation setup, software application troubleshooting, software and database development, computer and mobile device configuration, security monitoring and computer network setup. Every day you will interact with individuals who rely on your knowledge to help them through their technology challenges and get back to their day. In a short period of time, you'll have seen it all and be in demand because of your well-rounded experience. This program will prepare you to enter the technology workplace. From there, the rest is up to you!

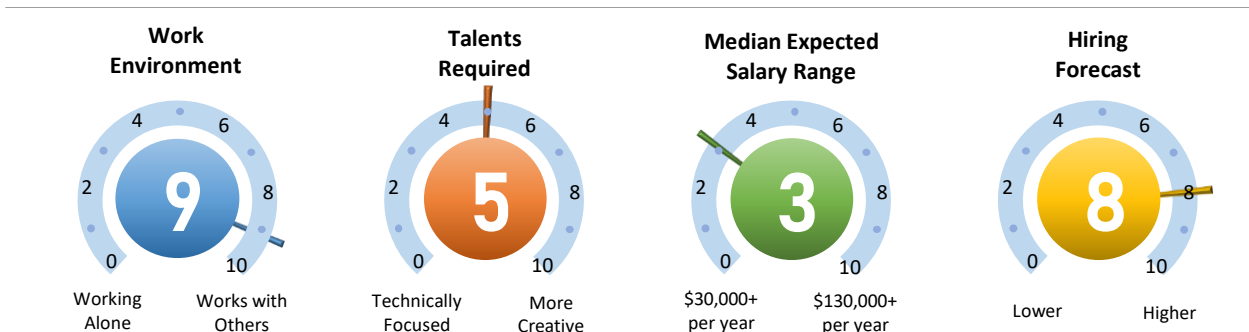
**What will you do?** You'll be in the business of helping people. You'll work with users via phone, email, text or in person to troubleshoot issues they are facing with their apps, printers, email, operating systems and more. Your mix of expertise and customer service skills will lower their stress level and help the company keep moving. Many of these positions are during flexible hours and some are even work from home gigs. This is often the starting place for skilled technology professionals.

### Personal Skills Needed

- Active Listening
- Good interpersonal Communication Skills
- Basic Computer Skills
- Complex Problem Solving
- Critical Thinking

Does this job fit you?

### FUTURE AT A GLANCE\*:



\* According to the U.S. Department of Labor. A proud partner of the [americanjobcenter](#) network.

## Your New Skills Will Include:

The CompTIA A+ certification verifies your ability to troubleshoot and solve problems with networking, operating systems, mobile devices, and security. The certification focuses on nine major IT skills:

Hardware	Networking	Mobile Devices
Operating Systems	Virtualization/Cloud Computing	Security
Network Troubleshooting	Software Troubleshooting	Operational Procedures

## Other Career Paths Available: (but not limited to!)

- Information Technology Specialist (IT Specialist)
- Help Desk Technician
- Help Desk Analyst
- Network Technician
- Computer Specialist



## Program Includes:

- 40 hours of live CompTIA IT A+ Certification Training (free re-take option)
- Preparatory Materials for the Certification Exams (2)
- Practice Exams for the Certification Exams (2)
- Certification Exams: *CompTIA 220-1001 & 220-1002*
- 25+ Hours of Bonus Material, such as:

Customer Service Excellence  
Managing Stress  
Reaching Goals

Effective Communication  
Productivity Management  
Positive Attitude

Listening/Learning Skills  
Personal Career Planning  
Team Building

## Successful Completion of this Program Earns You:

- The skills needed to become a professional technology support technician.
- A Certification of Completion from the Business+Technology Academy of Wisconsin.
- The learning, practice, support and tools to earn the CompTIA A+ Certification
- The opportunity to learn a multitude of interpersonal, professional, and technical skills to help you become successful in your new career!
- (Program includes access to over 2,800 self-paced certified On-Line Anytime (OLA) Courses and Modules to assist you even after you are employed in your new career.)

## Program Format:

Online, in person and self-study

Completion Time: 6 Weeks

Total Cost: \$3,520

Classes and materials provided by New Horizons of Wisconsin, the state's largest technology and business skills training organization. All classes are certified and/or authorized by the developer.



This program is approved by the Wisconsin Department of Workforce Development and is listed on the Eligible Training Provider List (ETPL) Portal.



# CompTIA A+ Is The Industry Standard For Establishing A Career In IT.

The **9 skills** that you master and validate with

## CompTIA A+



### HARDWARE

Identifying, using, and connecting hardware components and devices



### OPERATING SYSTEMS

Install and support Windows OS including command line & client support.  
Understand Mac OS, Linux and mobile OS



### SOFTWARE TROUBLESHOOTING

Troubleshoot PC and mobile device issues including application security support



### NETWORKING

Explain types of networks and connections including TCP/IP, WIFI and SOHO



### HARDWARE & NETWORK TROUBLESHOOTING

Troubleshoot device and network issues



### SECURITY

Identify and protect against security vulnerabilities for devices and their network connections



### MOBILE DEVICES

Install & configure laptops and other mobile devices



### VIRTUALIZATION & CLOUD COMPUTING

Compare & contrast cloud computing concepts & set up client-side virtualization



### OPERATIONAL PROCEDURES

Follow best practices for safety, environmental impacts, and communication and professionalism



CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

- The only credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment
- Trusted by employers around the world to identify the go-to person in end point management & technical support roles
- Regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace



The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 (220-1101) and Core 2 (220-1102) covering the following new content:

- Demonstrate baseline security skills for IT support professionals
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking
- Configure and support PC, mobile and IoT device hardware
- Implement basic data backup and recovery methods and apply data storage and management best practices





This is the outline for your 5 day LIVE class with an expert to prepare you for a career in Information Technology. You will need be serious about your career and prepared to learn. We will train you on everything below!

## **1 - INSTALLING AND CONFIGURING PC COMPONENTS**

- Use Appropriate Safety Procedures
- PC Components
- Common Connection Interfaces
- Install Peripheral Devices

## **2 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING DISPLAY AND MULTIMEDIA DEVICES**

- Install and Configure Display Devices
- Troubleshoot Display Devices
- Install and Configure Multimedia Devices

## **3 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING STORAGE DEVICES**

- Install System Memory
- Install and Configure Mass Storage Devices
- Install and Configure Removable Storage
- Configure RAID
- Troubleshoot Storage Devices

## **4 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS**

- Install and Upgrade CPUs
- Configure and Update BIOS/UEFI
- Install Power Supplies
- Troubleshoot Internal System Components

## **5 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING PRINT DEVICES**

- Maintain Laser Printers
- Maintain Inkjet Printers
- Maintain Impact, Thermal, and 3D Printers
- Install and Configure Printers
- Troubleshoot Print Device Issues
- Install and Configure Imaging Devices

## **6 - NETWORK INFRASTRUCTURE CONCEPTS**

- Wired Networks
- Network Hardware Devices
- Wireless Networks
- Internet Connection Types
- Network Configuration Concepts
- Network Services

## **7 - CONFIGURING AND TROUBLESHOOTING NETWORKS**

- Configure Network Connection Settings
- Install and Configure SOHO Networks
- Configure SOHO Network Security
- Configure Remote Access
- Troubleshoot Network Connections
- Install and Configure IoT Devices

## **8 - SUPPORTING AND TROUBLESHOOTING LAPTOPS**

- Use Laptop Features
- Install and Configure Laptop Hardware
- Troubleshoot Common Laptop Issues

## **9 - SUPPORTING AND TROUBLESHOOTING MOBILE DEVICES**

- Mobile Device Types
- Connect and Configure Mobile Device Accessories
- Configure Mobile Device Network Connectivity
- Support Mobile Apps
- Secure Mobile Devices
- Troubleshoot Mobile Device Issues

## **10 - IMPLEMENTING CLIENT VIRTUALIZATION AND CLOUD COMPUTING**

- Configure Client-Side Virtualization
- Cloud Computing Concepts

## **11 - SUPPORTING OPERATING SYSTEMS**

- Identify Common Operating Systems
- Troubleshooting Methodology
- Use Windows Features and Tools
- Manage Files in Windows
- Manage Disks in Windows
- Manage Devices in Windows

## **12 - MAINTAINING AND TROUBLESHOOTING MICROSOFT WINDOWS**

- Install and Manage Windows Applications
- Manage Windows Performance
- Troubleshoot Windows

## **13 - INSTALLING, CONFIGURING, AND MAINTAINING OPERATING**

## **SYSTEMS**

- Configure and Use Linux
- Configure and Use macOS
- Install and Upgrade Operating Systems
- Maintain Oss

## **14 - MANAGING USERS, WORKSTATIONS, AND SHARED RESOURCES**

- Manage Users
- Configure Shared Resources
- Configure Active Directory Accounts and Policies

## **15 - SECURITY CONCEPTS**

- Logical Security Concepts
- Threats and Vulnerabilities
- Physical Security Measures

## **16 - SECURING WORKSTATIONS AND DATA**

- Implement Security Best Practices
- Implement Data Protection Policies
- Protect Data During Incident Response

## **17 - TROUBLESHOOTING WORKSTATION SECURITY ISSUES**

- Detect, Remove, and Prevent Malware
- Troubleshoot Common Workstation Security Issues

## **18 - IMPLEMENTING OPERATIONAL PROCEDURES**

- Environmental Impacts and Controls
- Create and Maintain Documentation
- Use Basic Change Management Best Practices
- Implement Disaster Prevention and Recovery Methods
- Basic Scripting Concepts
- Professionalism and Communication

# Help Desk Technician Career Skills Program

This portion of your job skills program focuses on helping your personal improvement, which will help you succeed in the future. Here you will gain skills such as:

**Personal Accountability**  
**Mindfulness at Work**

**Discovering Your Strengths**  
**Essential Customer Service Skills**

**Time Management**  
**Positive Career Planning**



Below you will find the detailed listing of 65 classes, with approximately 28 hours of professionally created and delivered content will provide you with the additional skills that you will need to succeed at your new career! This is your On-Line Anytime (OLA) library, and you will have access to these titles, and thousands more, for a full year!

Asset Type	Title	Code	Program Length
OLA Course	<b>Administrative Support: Developing Your Essential Skills</b>	<a href="#">aad_01_a01_bs_enus</a>	26 Minutes
OLA Course	<b>Administrative Support: Working in Partnership with Your Boss</b>	<a href="#">aad_01_a02_bs_enus</a>	18 Minutes
OLA Course	<b>Administrative Support: Interacting Effectively with Colleagues</b>	<a href="#">aad_01_a03_bs_enus</a>	19 Minutes
OLA Course	<b>Administrative Support: Projecting a Positive Professional Image</b>	<a href="#">aad_01_a04_bs_enus</a>	19 Minutes
OLA Course	<b>Writing Effective E-mails and Instant Messages</b>	<a href="#">acm_02_a01_bs_enus</a>	28 Minutes
OLA Course	<b>The Art and Science of Communication</b>	<a href="#">acm_07_a01_bs_enus</a>	21 Minutes
OLA Course	<b>Trust Building through Effective Communication</b>	<a href="#">acm_07_a03_bs_enus</a>	25 Minutes
OLA Course	<b>Choosing the Right Interpersonal Communication Method to Make Your Point</b>	<a href="#">acm_07_a04_bs_enus</a>	30 Minutes
OLA Course	<b>Become a Great Listener</b>	<a href="#">acm_07_a05_bs_enus</a>	24 Minutes
OLA Course	<b>Navigating Your Own Emotions</b>	<a href="#">acm_13_a01_bs_enus</a>	29 Minutes
OLA Course	<b>Navigating Other People's Emotions</b>	<a href="#">acm_13_a02_bs_enus</a>	25 Minutes
OLA Course	<b>Navigating the Workplace with Emotional Intelligence</b>	<a href="#">acm_13_a03_bs_enus</a>	26 Minutes
OLA Course	<b>Listening Even When it's Difficult to Listen</b>	<a href="#">acm_14_a01_bs_enus</a>	32 Minutes
OLA Course	<b>Using Active Listening in Workplace Situations</b>	<a href="#">acm_14_a02_bs_enus</a>	34 Minutes
OLA Course	<b>Gaining a Positive Perspective on Feedback</b>	<a href="#">acm_15_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Acting with Diplomacy and Tact</b>	<a href="#">acm_16_a01_bs_enus</a>	36 Minutes
OLA Course	<b>Navigating Challenging Situations with Diplomacy and Tact</b>	<a href="#">acm_16_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Interacting with Customers</b>	<a href="#">acs_02_a01_bs_enus</a>	30 Minutes
OLA Course	<b>Communicating Effectively with Customers</b>	<a href="#">acs_02_a02_bs_enus</a>	30 Minutes
OLA Course	<b>Controlling Conflict, Stress, and Time in a Customer Service Environment</b>	<a href="#">acs_02_a03_bs_enus</a>	32 Minutes
OLA Course	<b>Dealing with Customer Service Incidents and Complaints</b>	<a href="#">acs_02_a04_bs_enus</a>	30 Minutes
OLA Course	<b>Polishing Your Skills for Excellent Customer Service</b>	<a href="#">acs_02_a05_bs_enus</a>	24 Minutes
OLA Course	<b>Rapport Building in Customer Service</b>	<a href="#">acs_03_a01_bs_enus</a>	28 Minutes
OLA Course	<b>Providing Telephone Customer Service</b>	<a href="#">acs_03_a03_bs_enus</a>	31 Minutes
OLA Course	<b>Facing Confrontation in Customer Service</b>	<a href="#">acs_03_a05_bs_enus</a>	27 Minutes
OLA Course	<b>Designing a Customer Service Strategy</b>	<a href="#">acs_03_a06_bs_enus</a>	28 Minutes
OLA Course	<b>Leveraging Emotional Intelligence</b>	<a href="#">ald_01_a04_bs_enus</a>	28 Minutes
OLA Course	<b>How to Manage Difficult Conversations</b>	<a href="#">amg_06_a03_bs_enus</a>	29 Minutes
OLA Course	<b>Developing a Plan to Further Your Career</b>	<a href="#">apd_03_a01_bs_enus</a>	28 Minutes
OLA Course	<b>Getting Your Career on the Right Track</b>	<a href="#">apd_03_a02_bs_enus</a>	29 Minutes
OLA Course	<b>Cultivating Relationships with Your Peers</b>	<a href="#">apd_04_a01_bs_enus</a>	21 Minutes
OLA Course	<b>Managing Pressure and Stress to Optimize Your Performance</b>	<a href="#">apd_07_a01_bs_enus</a>	26 Minutes
OLA Course	<b>Aligning Goals and Priorities to Manage Time</b>	<a href="#">apd_08_a01_bs_enus</a>	25 Minutes
OLA Course	<b>Make the Time You Need: Get Organized</b>	<a href="#">apd_08_a02_bs_enus</a>	28 Minutes
OLA Course	<b>The Art of Staying Focused</b>	<a href="#">apd_08_a03_bs_enus</a>	30 Minutes
OLA Course	<b>Uncovering and Utilizing Your Talents and Skills</b>	<a href="#">apd_10_a01_bs_enus</a>	19 Minutes
OLA Course	<b>Self-improvement for Lifelong Success</b>	<a href="#">apd_10_a02_bs_enus</a>	24 Minutes
OLA Course	<b>Establishing Self-confidence for Life</b>	<a href="#">apd_10_a03_bs_enus</a>	23 Minutes
OLA Course	<b>Procrastination: Admitting it is the First Step</b>	<a href="#">apd_11_a01_bs_enus</a>	20 Minutes
OLA Course	<b>Understanding Unconscious Bias</b>	<a href="#">apd_14_a01_bs_enus</a>	25 Minutes
OLA Course	<b>Overcoming Your Own Unconscious Biases</b>	<a href="#">apd_14_a02_bs_enus</a>	22 Minutes
OLA Course	<b>Being an Effective Team Member</b>	<a href="#">atm_02_a01_bs_enus</a>	30 Minutes
OLA Course	<b>Taking Effective and Professional Notes</b>	<a href="#">bs_acm19_a01_enus</a>	20 Minutes
OLA Course	<b>Developing Your Business Acumen</b>	<a href="#">bs_apd20_a01_enus</a>	21 Minutes
OLA Course	<b>Developing a Growth Mind-set</b>	<a href="#">bs_ast03_a01_enus</a>	16 Minutes
OLA Course	<b>Personal Power and Credibility</b>	<a href="#">comm_42_a01_bs_enus</a>	24 Minutes
OLA Course	<b>Difficult People: Why They Act That Way and How to Deal with Them</b>	<a href="#">comm_46_a01_bs_enus</a>	31 Minutes
OLA Course	<b>The Essentials for Anger Management</b>	<a href="#">comm_47_a01_bs_enus</a>	26 Minutes
OLA Course	<b>Using Communication Strategies to Bridge Cultural Divides</b>	<a href="#">comm_48_a02_bs_enus</a>	30 Minutes
OLA Course	<b>TestPrep CompTIA A+</b>	<a href="#">cs_apeo_a01_tp_enus</a>	90 Minutes
OLA Course	<b>Mentoring CompTIA A+</b>	<a href="#">mnt220901</a>	0 Minutes
OLA Course	<b>Taking Stock of Your Work/Life Balance</b>	<a href="#">pd_30_a01_bs_enus</a>	22 Minutes
OLA Course	<b>Staying Balanced in a Shifting World</b>	<a href="#">pd_30_a02_bs_enus</a>	15 Minutes
OLA Course	<b>Take a Deep Breath and Manage Your Stress</b>	<a href="#">pd_30_a03_bs_enus</a>	22 Minutes
OLA Course	<b>Avoid Procrastination by Getting Organized Instead</b>	<a href="#">pd_32_a02_bs_enus</a>	22 Minutes
OLA Course	<b>Maximize Your Productivity by Managing Time and Tasks</b>	<a href="#">pd_32_a03_bs_enus</a>	21 Minutes
OLA Course	<b>Forging Ahead with Perseverance and Resilience</b>	<a href="#">pe_03_a01_bs_enus</a>	31 Minutes
OLA Course	<b>Reaching Goals Using Perseverance and Resilience</b>	<a href="#">pe_03_a02_bs_enus</a>	27 Minutes
OLA Course	<b>The Building Blocks of Building Trust</b>	<a href="#">pe_04_a01_bs_enus</a>	29 Minutes
OLA Course	<b>Becoming an Accountable Professional</b>	<a href="#">pe_05_a01_bs_enus</a>	30 Minutes
OLA Course	<b>Managing Workplace Stress</b>	<a href="#">_pc_bi_hrb006</a>	6 Minutes
OLA Course	<b>Reframing Negative Situations</b>	<a href="#">_pc_bi_hrb008</a>	6 Minutes
OLA Course	<b>Developing Your Career</b>	<a href="#">_pc_ch_lach037</a>	15 Minutes
OLA Course	<b>Persevering through Setbacks</b>	<a href="#">_pc_ch_pach011</a>	15 Minutes
OLA Course	<b>The Fruits of Integrity: Building Trust at Work</b>	<a href="#">_pc_ch_pach012</a>	15 Minutes

**Your New Career Starts Today!**



Provided By:

