

Technology Helpdesk & Support

COMPLETE COURSE OUTLINE

Unit 1: Introduction to Technology Helpdesk

Lesson 1.1: The Role of a Technology Helpdesk

Objective: Understand the purpose of a helpdesk, industry scope, and common job responsibilities.

Concepts: Knowledge requirements, diagnosis vs. resolution, and organizational value.

Lesson 1.2: Customer Service and Communication Skills

Objective: Learn strategies for clear communication with non-technical users.

Concepts: Active listening, empathy, handling frustrated users, and analyzing good vs. bad service interactions.

Lesson 1.3: Helpdesk Ethics

Objective: Navigate ethical dilemmas regarding data privacy and system access.

Concepts: Handling confidential information, unauthorized access requests, and the principle of "With great power comes great responsibility".

Lesson 1.4: Technology Repair Safety

Objective: Identify and mitigate safety hazards during hardware handling.

Concepts: Working with broken glass, chemical safety, and handling lithium-ion batteries.

Assessment: Mandatory Safety Test (10/10 score required to pass; requires a refresher and retake if missed).

Lesson 1.5: Basic Troubleshooting Techniques

Objective: Learn foundational logic methodologies to diagnose technical issues.

Concepts: Gathering problem details, running foundational checks, and utilizing the "Two Halves Method" to isolate system issues.

Unit 2: Computer Hardware and Operating Systems

Lesson 2.1: Hardware Component Functions

Objective: Identify internal and external computer components and diagnose failures.

Concepts:

CPU, motherboard, RAM, hard drives, and peripherals; diagnosing faulty components (e.g., failing hard drives, keyboards).

Lesson 2.2: Introduction to Operating Systems

Objective: Contrast the functions, features, and environments of major software platforms.

Concepts: Windows, macOS, Linux, and iOS/iPadOS.

Lesson 2.3: Installing and Configuring Operating Systems

Objective: Safely deploy, upgrade, and adjust OS configurations.

Concepts: Creating system backups, step-by-step installation, implementing patches, and modifying user preferences.

Unit 3: Networking and Internet Basics

Lesson 3.1: Network Architecture and Hardware

Objective: Map out how devices communicate across local and global scales.

Concepts: Routers, switches, access points, and Wi-Fi networks.

Lesson 3.2: Network Protocols and Uses

Objective: Define standard communication rules deployed across internet infrastructures.

Concepts: TCP/IP, HTTP, FTP; verifying configurations, and system updates.

Lesson 3.3: Configuring and Troubleshooting Network Issues

Objective: Diagnose connectivity problems in home and enterprise environments.

Concepts: Remediating slow network speeds, dropouts, offline statuses, and basic home router setup.

Unit 4: Software Troubleshooting & Maintenance

Lesson 4.1: Common Software Applications

Objective: Support productivity ecosystems and identify application errors.

Concepts: Word processing, spreadsheets, presentation software (e.g., Microsoft Office/Google Workspace).

Lesson 4.2: System Maintenance and Updates

Objective: Deploy updates to maintain system stability and performance.

Concepts: Bug fixes, security patch validation, and handling frozen or failed updates.

Lesson 4.3: Troubleshooting Software Anomalies

Objective: Resolve standard runtime and configuration software bugs.

Concepts: Diagnosing slow software performance, crash logs, and error messages.

Unit 5: Mobile Device Management & Maintenance (iPad Focus)

Lesson 5.1: General iPad Navigation & Settings

Objective: Understand the administration side of corporate or educational mobile devices.

Concepts: Surface dive of System Settings, finding key hardware/software data points, and Mobile Device Management (MDM) functions.

Lesson 5.2: Hardware Refurbishment and Cleaning

Objective: Safely clean and refurbish mobile units for redeployment.

Concepts: Safe deployment of isopropyl alcohol/disinfectant wipes, cleaning screens, and handling physically broken devices (shattered glass).

Lesson 5.3: Core iOS/iPadOS Troubleshooting

Objective: Solve standard mobile operational issues.

Concepts: Diagnosing battery life & charging failures, app-related crashes, and mobile network/internet connectivity issues.

Lesson 5.4: Asset Management & Loaners

Objective: Maintain an organized hardware inventory pipeline.

Concepts: Deploying, tracking, and auditing loaner devices.

Unit 6: Advanced Support and Professional Skills

Lesson 6.1: Advanced Problem-Solving & Tracking

Objective: Address malicious threats and manage ticket logging ecosystems.

Concepts: Virus and malware removal, advanced remote support tools, and learning how to properly document and track work in a formal ticketing system.

Lesson 6.2: Professional Presentations on Technical Topics

Objective: Educate users and stakeholders on emerging technical concepts.

Concepts: Condensing complex technical data into easily digestible training materials or manuals.

Unit 7: Hands-on Practice and Final Project

Lesson 7.1: Helpdesk Scenarios & Roleplay Simulation

Objective: Apply communication and technical training to live-fire simulated support tickets.

Concepts: Working in teams, dividing triage responsibilities, practicing ticket escalations, and gathering technical case facts under pressure.

Lesson 7.2: Capstone Project Delivery

Objective: Produce a tangible real-world helpdesk asset.

Concepts: Developing a complete helpdesk manual, designing a functional resource tool, or writing automation scripts to handle repetitive technical tasks.