

IT Support/Helpdesk Operations: Mastering Technical Support

IT & IT Engineering
Rome (Italy)
04 - 15 Aug 2025

UK Traininig

PARTNER



IT Support/Helpdesk Operations: Mastering Technical Support

Ref: 321470_129685 **Date:** 04 - 15 Aug 2025 **Location:** Rome (Italy) **Fees:** 7100 **Euro**

Course Description

This intensive 10-day course provides a comprehensive foundation in IT support and helpdesk operations. Participants will gain practical skills in troubleshooting, customer service, networking, security, and best practices for IT professionals. The course combines theoretical knowledge with hands-on exercises to prepare learners for real-world IT support scenarios.

Learning Objectives

- Develop strong technical troubleshooting and problem-solving skills
- Master effective customer service and communication techniques
- Understand key IT concepts including networking, security, and operating systems
- Learn best practices for helpdesk operations and ticket management
- Gain practical experience with common IT support tools and software

Course Modules

Day 1: Introduction to IT Support

- Role of IT support in organizations
- IT support career paths
- Essential soft skills for support professionals
- Overview of helpdesk operations

Day 2: Customer Service Excellence

- Effective communication techniques
- Active listening and empathy
- Handling difficult customers
- Customer satisfaction best practices

Day 3: Technical Fundamentals

- Computer hardware components
- Operating systems overview
- Software installation and management
- Basic networking concepts

Day 4: Troubleshooting Methodology

UK Training

PARTNER



- Systematic approach to problem-solving
- Root cause analysis techniques
- Documenting and escalating issues
- Remote troubleshooting tools

Day 5: Networking Essentials

- Network topologies and protocols
- IP addressing and subnetting
- Common networking issues and solutions
- Network security fundamentals

Day 6: Operating System Support

- Windows troubleshooting and maintenance
- Mac OS support essentials
- Linux basics for IT support
- Mobile device support

Day 7: Application Support

- Common business applications
- Email and productivity suite troubleshooting
- Database and CRM system basics
- Web application support

Day 8: IT Security Fundamentals

- Security best practices for IT support
- Malware prevention and removal
- User account management and access control
- Data backup and recovery

Day 9: Helpdesk Tools and Processes

- Ticketing systems and ITIL framework
- Remote desktop and support tools
- Knowledge base management
- Metrics and reporting for IT support

Day 10: Advanced Topics and Best Practices

- Cloud services support
- Virtualization basics
- IT asset management
- Continuous improvement in IT support

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Practical Wins for Participants

- Ability to efficiently diagnose and resolve common IT issues
- Improved customer satisfaction through enhanced communication skills
- Proficiency in using popular helpdesk tools and ticketing systems
- Confidence in handling a wide range of IT support scenarios

Blackbird training cities



Accra (Ghana)

Amman (Jordan)

Amsterdam (Netherlands)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335