

# IT Support/Helpdesk Operations: Mastering Technical Support

IT & IT Engineering  
Berlin (Germany)  
15 - 26 Sep 2025

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A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, creating a sense of depth and focus on the king piece.

## IT Support/Helpdesk Operations: Mastering Technical Support

**Ref:** 321470\_131514 **Date:** 15 - 26 Sep 2025 **Location:** Berlin (Germany) **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

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- 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. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

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## 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

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