

IT Support/Helpdesk Operations: Mastering Technical Support

IT & IT Engineering
Kigali (Rwanda)
11 - 22 Aug 2025

UK Training

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A large, stylized image of chess pieces on a checkered board. In the foreground, a large gold king piece stands prominently. To its left, a silver pawn piece is visible. Further back, another silver pawn piece is on the left, and a portion of a gold pawn piece is on the right. The background features concentric circles emanating from behind the king piece, creating a sense of depth and focus.

IT Support/Helpdesk Operations: Mastering Technical Support

Ref: 321470_140215 **Date:** 11 - 22 Aug 2025 **Location:** Kigali (Rwanda) **Fees:** 5600 **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

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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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 (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid 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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