IT Support/Helpdesk Operations: Mastering Technical Support

1 – 12 February 2027
Barcelona (Spain)



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Why This Course

Technology is at the heart of modern organizations, and when systems fail, productivity stops. IT support professionals are the first line of defense—resolving issues quickly, maintaining security, and ensuring users can work without disruption.

But effective IT support requires more than technical knowledge alone. It demands structured troubleshooting skills, strong communication abilities, familiarity with industry best practices, and the confidence to handle real-world pressure.

This intensive 2-week program provides a complete foundation in IT support and helpdesk operations. Blending technical training with hands-on practice and customer service excellence, the course prepares participants to operate professionally in dynamic IT environments.

What You'll Learn and Practice

By joining this program, you will:

- Develop structured troubleshooting and analytical problem-solving skills
- Strengthen communication and customer service capabilities
- Understand essential IT concepts including networking, operating systems, and security
- Apply helpdesk best practices and ticket management processes
- Gain hands-on experience with common IT support tools and platforms
- Build confidence in handling diverse technical support scenarios

The Program Flow

Day 1: Introduction to IT Support

- The role and value of IT support within organizations
- Career pathways in IT and helpdesk operations
- Essential soft skills for IT professionals
- Overview of helpdesk structure and workflows



Day 2: Customer Service Excellence

- Clear and professional communication techniques
- Active listening and empathy in user support
- Managing challenging customer interactions
- Best practices for improving user satisfaction

Day 3: Technical Fundamentals

- Understanding computer hardware components
- Overview of operating systems and environments
- Software installation, configuration, and updates
- Introduction to basic networking concepts

Day 4: Troubleshooting Methodology

- Structured approaches to diagnosing technical issues
- Root cause analysis techniques
- Proper documentation and escalation procedures
- Using remote troubleshooting tools effectively

Day 5: Networking Essentials

- Network types, topologies, and common protocols
- IP addressing and subnetting fundamentals
- Identifying and resolving common network issues
- Introduction to network security principles

Day 6: Operating System Support

- Windows troubleshooting and maintenance techniques
- macOS support fundamentals
- Linux basics for support professionals
- Supporting mobile devices and endpoints

Day 7: Application Support

- Supporting common business applications
- Troubleshooting email and productivity suites
- Basic understanding of database and CRM systems
- Web application support fundamentals



Day 8: IT Security Fundamentals

- Security awareness and best practices for IT support
- Malware detection, prevention, and removal
- Managing user accounts and access permissions
- Data backup strategies and recovery procedures

Day 9: Helpdesk Tools and Processes

- Ticketing systems and service management principles including ITIL basics
- Remote support and collaboration tools
- Building and maintaining knowledge bases
- Key performance metrics and reporting in IT support

Day 10: Advanced Topics and Best Practices

- Supporting cloud-based services and platforms
- Introduction to virtualization concepts
- IT asset management fundamentals
- Continuous improvement strategies for IT support teams

Individual Impact

Participants will leave the program with:

- The ability to diagnose and resolve common IT issues efficiently
- Stronger communication skills that enhance user satisfaction
- Practical experience using helpdesk and remote support tools
- Greater confidence in handling hardware, software, and network problems
- A structured approach to professional IT support delivery

Work Impact

Organizations will benefit through:

- Faster issue resolution and reduced downtime
- Improved user satisfaction and service quality
- More structured helpdesk operations and documentation
- Stronger security awareness and risk mitigation
- Enhanced overall IT service reliability



Training Methodology

This program emphasizes hands-on learning and practical application through:

- Real-world troubleshooting labs and simulations
- Guided technical exercises and demonstrations
- Role-playing scenarios for customer service practice
- Case studies reflecting common workplace IT challenges
- Action-oriented assignments aligned with industry standards

Beyond the Course

Upon completion, participants will be prepared to:

- Perform effectively in entry- to mid-level IT support roles
- Manage helpdesk tickets and user requests professionally
- Support operating systems, networks, and applications with confidence
- Contribute to continuous improvement within IT service teams

This program provides a solid and practical foundation for launching or advancing a career in IT support—equipping participants with both the technical expertise and professional skills required in today's technology-driven workplaces.

