Level 1 Help Desk Training

Course Summary

Description

This course provides students with the knowledge and skills necessary to determine problem sources in the IT environment. This is an introductory course designed to provide knowledge of the MS Windows, UNIX, Linux and IBM operating systems, as well as utilities, networking, and Web Services using a series of hands-on labs and demonstrations.

Objectives

At the end of this course, students will be able to:

- Understand how to troubleshoot file permission issues
- Use Remote Desktop
- Log in and off of a server
- Understand the concept of an RSA (Remote Supervisor Adapter) card
- Understand the basic concepts of Domain Controllers
- Understand Ping & Traceroute basics
- Understand Nslookup basics
- Understand Networking and Subnets
- Understand DHCP, DNS
- Understand Switch and router concepts.

Topics

- TCP/IP network basics
- Network Protocols and DNS Concepts
- Server Administration and Maintenance
- MS-Windows as it relates to the local environment
- UNIX/Linux as it relates to the local environment
- IBM operating systems as they relate to the local environment
- Review of Network Topology and the local environment

Audience

This course is designed for Level 1 Help Desk personnel.

Prerequisites

There are no prerequisites required for this course.

Duration

Four days

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