IT Support Technical Skills

Introduction to the Bootcamp Training

- Bootcamp Introduction
- Audio Quality Introduction
- Learning goals and Download Resume Template
- How to mentally prepare for technical learning
- Content updates for this Bootcamp
- Understanding the real job environments, job titles and basics

Live Recording: Training concept, VMware Basics, Server and Client

- Training concept Information
- How to build home hands on lab or get one online
- Lecture and Domain Controller Demo using Active directory
- Virtulization VMware ESXi basics and Server VM Installation
- Server and Server Tools Info
- Understanding Domain controller and Helpdesk Account
- Working inside domain network and finding more information
- Windows 10 Power Tools (Learning and Demo)
- Local Computer management and AD RSAT Tool (Practice)

Active Directory and Group Policy Training

- Active Directory Practice (learning Only)
- Active Directory Users and Computers Management (Practice)
- Other ways to manage Active Directory (Learning Only)
- Free AD Management tools (Practice)
- Group Policy Training for IT Support (Practice)

Inventory, Asset Management Systems

- Inventory, Asset Management Systems skills for IT Support (Practice)

Software Installation and Software Deployment skills

- Software Installation and software deployment (Learning Only)
- Software Deployment Skills for IT Support Professionals (Practice)

Office 365 Administration for IT Support

- Office 365 Admin Portal (Learning Only)
- Office 365 Web Outlook (Learning only)
- Office 365 Exchange and Local Exchange Basics (Learning Only)

- Outlook Desktop Application (Learning Only)
- Office 365 Trial Account (Practice)
- Exploring the office 365 administrator interfaces (Practice)
- Create Office 365 User (Practice)
- How to add multiple users in 365
- Create and Manage Groups, Restore Groups with CLI (Practice)
- Manage Administration Delegation in both (GUI and CLI Mode) (Practice)
- Managing Office 365 Multi-factor Authentication (Practice)
- Managing Office 365 Multi-factor Authentication (One-Time Password) (Practice)
- Troubleshoot Mail Flow in Microsoft 365 (Practice)
- Monitor Service Heatlh and Analyze Reports (Practice)

Azure Management Skills for IT Support

- Cloud (Azure) users and group management skills for IT Support
- Understanding Cloud Computing (Lecture Only)
- What is Azure and Creating accout in Azure for Practice (Learn and Practice)
- Create users in Azure Portal (Lecture and Demo)
- Create and mange users in Azure Active Directory (Lecture and Demo)
- Create and manage groups in Azure Active Directory
- Password reset training in Azure (Lecture and Demo)

Modern desktop management skills for IT Support
Update Comliance with Microsoft Azure (Demo)
Implement Conditional Access (Demo)
Configuring and managing Azure AD Join (Demo)
Configuring Hybrid Azure AD Join
Getting started with Microsoft Endpoint Manager (Lecture)
Manage Device Enrollment into Microsoft Endpoint Manager (Demo)
Enrolling devices into Microsoft Endpoint Manager (Demo)
Create and apply a Configuration profile Microsoft Endpoint Manager (Demo)
Modify an assigned Configuration profile policy MS Endpoint Manager (Demo)
Monitor device and user activity in MS Endpoint Mangager (Demo)
Configure and deploy Microsoft 365 Apps using Microsoft Endpoint Manager (Demo)

Ticketing Systems Training for IT Support

- Ticketing Systems Training for IT Support

CMD training for IT Support Professionals

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Hardware Technical skills for IT Support roles

Hardware Technical Skills Part 1
Hardware Technical Skills Part 2
Hardware Technical Skills Part 3

IT Support Interview Preparation

IT Support Technical Test Preparation
Interview Q&A Document