
IT Service Desk Support & Customer Care – New Hire Training

Course Description

This training program is designed to prepare learners for entry-level roles in IT Service Desk and Technical Customer Support. The course focuses on IT Service Management fundamentals, ticket handling concepts, professional communication, Windows and Microsoft 365 support, Active Directory basics, networking fundamentals, troubleshooting techniques, and escalation handling. The program emphasizes practical understanding through real-world scenarios and service desk-oriented workflows to build job readiness for Service Desk roles.

Audience Profile

- Fresh graduates seeking careers in IT support
 - Professionals transitioning into Service Desk roles
 - Junior IT and desktop support engineers
 - Customer support professionals moving into technical roles
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Prerequisites

- Basic computer knowledge
 - Familiarity with using email and the internet
 - Willingness to participate in communication practice
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Course Objectives

Participants will be able to:

- Understand IT Service Management concepts and service desk workflows
- Create, manage, and update support tickets effectively

- Communicate professionally with end users across calls, email, and chat
 - Support end users in Windows and Microsoft 365 environments
 - Perform basic user and access management tasks
 - Understand networking, VPN, and authentication concepts
 - Apply structured troubleshooting and escalation practices
 - Demonstrate job readiness for IT Service Desk roles
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Module 1: ITIL Foundations & Service Desk Concepts

- Incident, service request, and change concepts
 - Incident categorization and prioritization
 - Service Level Agreements (SLAs)
 - Documentation standards
 - Ticket lifecycle management
 - Root cause understanding
 - Knowledge base usage
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Module 2: Service Desk Tools – Conceptual Understanding

- Ticket creation and management
 - Resolution documentation practices
 - Ticket updates and closure best practices
 - Workflow understanding
 - Knowledge article usage
 - Ownership and accountability practices
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Module 3: Professional Communication & Customer Handling

- Professional communication standards
 - Call handling structure
 - Email and chat etiquette
 - Active listening techniques
 - Managing user expectations
 - Handling challenging customer situations
 - Time management fundamentals
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Module 4: Windows Operating System & Microsoft 365 Support

- Startup and user profile errors
 - Basic Windows troubleshooting techniques
 - Printer setup and driver installation
 - Microsoft Excel basics (functions, charts, pivot tables)
 - Microsoft Word templates and document management
 - Microsoft PowerPoint presentation creation
 - Microsoft Outlook usage and common issues
 - Microsoft Teams collaboration features
 - OneDrive file storage and synchronization
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Module 5: Active Directory & User Account Support

- Windows OS and Windows Server overview
- User account creation and management
- Password resets and account lockout handling
- Group Policy fundamentals
- DNS concepts

- DHCP concepts
 - IP addressing fundamentals
 - Domain join issues and login troubleshooting
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Module 6: Networking, VPN & Multi-Factor Authentication

- Wi-Fi and LAN fundamentals
 - VPN access issues and recovery procedures
 - Multi-factor authentication (MFA) issues
 - Secure access practices
 - Basic network diagnostics
 - Connectivity troubleshooting techniques
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Module 7: Troubleshooting & Support Scenarios

- Outlook and email-related issues
 - Microsoft Teams and collaboration tool issues
 - Printer and device-related issues
 - Connectivity and VPN-related problems
 - System performance issues
 - Managing multiple tickets efficiently
 - Structured troubleshooting approach
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Module 8: Escalation Management & Professional Handling

- Identifying escalation scenarios
- Writing professional escalation notes
- Handling high-priority incidents
- Decision-making in support environments

- Managing user expectations
 - End-to-end ticket ownership
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Module 9: Practical Activities

- Windows troubleshooting exercises
 - User account and password reset scenarios
 - VPN and login issue simulations
 - Communication role-play exercises
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