

IT Support: Active Directory, M365 & Azure AD

Learn to manage Active Directory, Group Policy, Microsoft 365 and Azure AD to support and troubleshoot IT environments.

5 Days

40 HOURS

12

MODULES

63

TOPICS

COURSE OVERVIEW

The IT Support Technical Skills certification is a professional credential that demonstrates proficiency in managing, maintaining, troubleshooting, installing, and configuring basic network infrastructure. It's centered on the core competencies required in an IT support role. In various industries, this certification is used to authenticate the ability of IT professionals, particularly those working in technical support and IT operational roles. Companies often require or view favorably IT technicians with this certification as it assures their skills are industry-approved, up-to-date, and comprehensive. It empowers IT professionals with a solid foundation necessary to tackle a wide array of common technological issues and maintain network operations efficiently.

WHO THIS COURSE IS FOR

IT professionals seeking career advancement

Recent graduates in IT or related fields

Individuals looking to transition into an IT career

Small business owners managing their own IT operations

Employees in non-technical roles who need IT proficiency

Tech enthusiasts seeking to acquire formal IT skills

LEARNING OBJECTIVES

- Explain domain controllers, domain networks and helpdesk accounts
- Manage Active Directory users, computers and group policies
- Configure inventory, asset management and software deployment tasks
- Administer Office 365 users, groups and multi-factor authentication
- Troubleshoot mail flow and monitor Microsoft 365 service health
- Manage users and groups in Azure Active Directory
- Configure Azure AD Join, conditional access and endpoint policies
- Apply ticketing, command line and hardware troubleshooting skills

12 Modules, 63 Topics

01

Introduction to the Bootcamp Training

TOPICS

- Bootcamp introduction
- Audio quality overview
- Learning goals and resume template download
- How to mentally prepare for technical learning
- Content updates for this bootcamp
- Understanding real job environments, job titles, and basics

02

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

TOPICS

- Training concept overview
- How to build a home hands-on lab or access one online
- Lecture and domain controller demo using Active Directory
- **Virtualization:** VMware ESXi basics and server VM installation
- Server and server tools overview
- Understanding domain controllers and helpdesk accounts
- Working within a domain network and gathering information
- Windows 10 power tools (learning and demo)
- Local computer management and AD RSAT tool (practice)

03

Active Directory and Group Policy Training

TOPICS

- Active Directory practice (learning only)
- Managing Active Directory users and computers (practice)
- Alternative methods to manage Active Directory (learning only)
- Free Active Directory management tools (practice)
- Group Policy training for IT support (practice)

04

Inventory and Asset Management Systems

TOPICS

- Inventory and asset management skills for IT support (practice)

05

Software Installation and Deployment

TOPICS

- Software installation and deployment (learning only)
- Software deployment skills for IT support professionals (practice)

06

Office 365 Administration for IT Support

TOPICS

- 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 interface (practice)
- Creating Office 365 users (practice)
- Adding multiple users in Office 365
- Creating and managing groups, restoring groups using CLI (practice)
- Managing administrative delegation in GUI and CLI modes (practice)
- Configuring Office 365 multi-factor authentication (practice)
- Managing Office 365 one-time password authentication (practice)
- Troubleshooting mail flow in Microsoft 365 (practice)
- Monitoring service health and analyzing reports (practice)

07

Azure Management Skills for IT Support

TOPICS

- Cloud (Azure) user and group management skills for IT support
- Understanding cloud computing (lecture only)
- Introduction to Azure and creating an account for practice (learn and practice)
- Creating users in the Azure portal (lecture and demo)
- Creating and managing users in Azure Active Directory (lecture and demo)
- Creating and managing groups in Azure Active Directory
- Password reset training in Azure (lecture and demo)

08

Modern Desktop Management Skills for IT Support

TOPICS

- Update compliance with Microsoft Azure (demo)
- Implementing conditional access (demo)
- Configuring and managing Azure AD Join (demo)
- Configuring Hybrid Azure AD Join
- Introduction to Microsoft Endpoint Manager (lecture)
- Managing device enrollment in Microsoft Endpoint Manager (demo)
- Enrolling devices in Microsoft Endpoint Manager (demo)
- Creating and applying configuration profiles in Microsoft Endpoint Manager (demo)
- Modifying assigned configuration profile policies in Microsoft Endpoint Manager (demo)
- Monitoring device and user activity in Microsoft Endpoint Manager (demo)
- Configuring and deploying Microsoft 365 apps using Microsoft Endpoint Manager (demo)

09

Ticketing Systems Training for IT Support

TOPICS

Ticketing systems training for IT support

10

CMD Training for IT Support Professionals

TOPICS

CMD training for IT support professionals

11

Hardware Technical Skills for IT Support Roles

TOPICS

Hardware technical skills (Part 1) · Hardware technical skills (Part 2) · Hardware technical skills (Part 3)

12

IT Support Interview and Test Preparation

TOPICS

IT support interview preparation · IT support technical test preparation · Interview Q&A document

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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