

Curriculum

# IT Support Specialist



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WHY DWC?

**\$16.4K**

average increase in salary of  
certificate program students



## Why IT Support?


The IT Support Specialist Certificate is a job-ready, fast-track training program designed to prepare students for high-demand, entry-level roles in the technology industry. Throughout this comprehensive program, you'll gain practical skills, certifications, and real-world experience to confidently launch your career in IT support, desktop support, or help desk operations.

Through interactive labs, live instruction, and hands-on simulations, you'll master the fundamentals of installing and configuring computer hardware and software, troubleshooting common IT issues, supporting users in networked environments, and applying essential cybersecurity and service management principles.

*(continued on next page)*

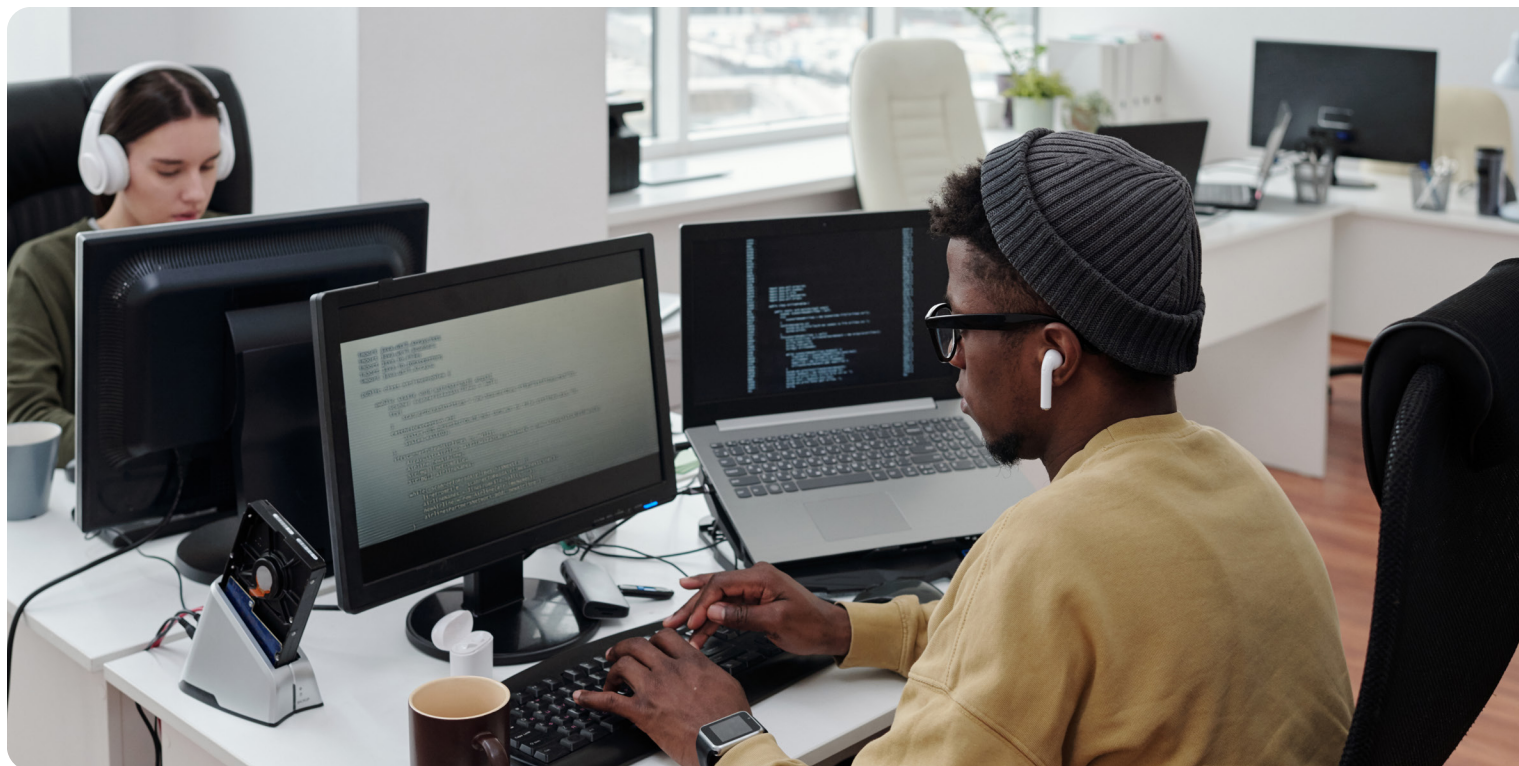


**PROGRAM LENGTH\***  
36 total hours.  
12 total sessions  
of 3 hours each.



**TARGET STUDENT**  
Beginner

\*Additional coursework may need to be completed outside of class time.



Unlike other programs, our bootcamp goes beyond theory to ensure you're ready for the job market by providing practical, real-world scenarios that mirror the challenges you'll face on the job.

#### What You'll Walk Away With:

- **Certifications:** Graduate with CompTIA A+ (Core 1 & Core 2), one of the most recognized credentials in IT support.
- **Portfolio:** Build a portfolio with hands-on projects like support documentation, screencasts, and troubleshooting logs to showcase your skills.
- **Tech Stack:** Work with Windows, macOS, Linux, Active Directory, PowerShell, ticketing software, and remote support tools—the essential tools in IT support roles.
- **Job-Ready Skills:** Learn practical IT skills, from hardware/software configuration to troubleshooting and cybersecurity basics.
- **Resume & LinkedIn Support:** Personalized resume and LinkedIn profile career coaching to help you stand out to hiring managers



#### PRE-REQUISITES

- **Basic Digital Literacy:** Familiarity with using a computer, file management, and internet navigation
- **Understanding of Operating Systems:** Basic knowledge of Windows or macOS is recommended
- **Technical Aptitude:** Ability to troubleshoot simple technical issues (e.g., software installation, basic network setup)
- **Problem-Solving Mindset:** Willingness to learn and approach IT support challenges methodically

## Possible IT Support Career Paths

Employment of computer support specialists is projected to grow 9% from 2022 to 2032, faster than the average for all occupations, with approximately 36,000 new jobs expected, reflecting strong demand for skilled technicians as organizations increasingly rely on technology.



### IT SUPPORT SPECIALIST

Provide day-to-day technical assistance to end users, troubleshooting hardware, software, and network issues.



### HELP DESK TECHNICIAN

Serve as the first point of contact for IT problems, resolving tickets and guiding users through solutions.



### DESKTOP SUPPORT TECHNICIAN

Install, configure, and maintain desktop computers, laptops, and peripherals while assisting users with technical issues.



### TECHNICAL SUPPORT ANALYST

Monitor, diagnose, and resolve IT system and network problems to ensure smooth business operations.

# Performance Based Objectives

Upon successful completion of this program, students will:

- ✓ **Core IT Fundamentals:**  
Understand how computers and systems work, including hardware, operating systems, networks, and mobile devices.
- ✓ **Technical Troubleshooting:**  
Master diagnostic strategies to resolve hardware, software, and networking issues efficiently.
- ✓ **Operating Systems & Security:** Install and manage Windows, macOS, and Linux environments, while applying essential cybersecurity practices.
- ✓ **IT Infrastructure & Networking:**  
Learn how to support and configure routers, switches, and Wi-Fi networks in business environments.
- ✓ **Service Management:** Adopt best practices in IT operations and service delivery using the globally recognized ITIL® 4 framework.
- ✓ **AI tools:** An introduction to ChatGPT, Gemini, Copilot, AzureAI, etc. and their role in this career path.
- ✓ **Job-Ready Tools:** Build strong communication, documentation, and customer service skills essential to support and help desk roles.



# Curriculum

All instruction for this program is held on Zoom. You will be able to access class Zoom links through your student portal. The IT Support Specialist Program (Live) meets twice per week for 3 hours per session on a fixed schedule.

MODULES		HOURS*	SESSIONS
<b>MODULE 1</b>	Core IT Fundamentals & Operating Systems Overview	6	2
<b>MODULE 2</b>	Networking Fundamentals	6	2
<b>MODULE 3</b>	Advanced Operating Systems & Troubleshooting	6	2
<b>MODULE 4</b>	Networking & Service Management	6	2
<b>MODULE 5</b>	IT Troubleshooting, Security, and AI Tools	6	2
<b>MODULE 6</b>	CompTIA Exam Prep & Capstone Project	6	2
<b>Total</b>		<b>36</b>	<b>12</b>

\*All schedules are approximate and subject to change. Your instructor reserves the right to alter this calendar as circumstances may dictate.

\*Each module may require registration in multiple stand-alone classes



## MODULE 1 / 6 HRS / 2 SESSIONS

## Core IT Fundamentals & Operating Systems Overview

In this module, students will be introduced to the foundational elements of IT, including key hardware components and the basics of computer operation. The first session focuses on understanding the internal and external components of a computer (CPU, RAM, storage, etc.) and introduces basic troubleshooting techniques.

Students will also gain hands-on experience assembling and diagnosing hardware. In the second session, students will explore the core operating systems used in the industry—Windows, macOS, and Linux. They will learn installation processes, system management, and basic user interface navigation for each operating system.

### Session 1: Introduction to IT and Basic Hardware

- Overview of IT support roles and industry trends
- Key computer components and their function in a computer system
- Hands-on: Identifying hardware components and basic troubleshooting

### Session 2: Introduction to Operating Systems (Windows, macOS, Linux)

- OS types and installation processes
- Hands-on: Installing Windows and macOS
- Basic OS setup and user management tasks

## ALUMNI SUCCESS STORIES



***"If you want your business to be successful, you need a digital footprint and you need the skill set to have it."***

Crystal Gregory  
DWC Alum

[READ TESTIMONIALS](#)

## MODULE 2 / 6 HRS / 2 SESSIONS

# Networking Fundamentals

In module 2, students cover the basics of networking, essential for any IT support role. Students will learn about IP addressing, the TCP/IP protocol suite, DNS, DHCP, and network topologies. They will also gain practical experience setting up small networks, including routers, switches, and wireless connections.

In the second session, the module introduces IT security concepts, including the CIA Triad, common cybersecurity threats (e.g., phishing, malware), and the basics of securing operating systems and networks. Students will configure firewalls, antivirus software, and set up security measures on devices.

## Session 1: Networking Basics

- Understanding IP addressing, TCP/IP, DNS, and DHCP
- Network topologies and basic routing concepts
- Hands-on: Setting up and configuring a local network (routers, switches, Wi-Fi)

## Session 2: Introduction to IT Security

- Cybersecurity principles: CIA Triad, common threats (phishing, malware)
- Security measures for devices and networks
- Hands-on: Configuring firewalls, antivirus, and security settings on devices



**MODULE 3 / 6 HRS / 2 SESSIONS**

## Advanced Operating Systems & Troubleshooting

Module 3 dives deeper into the management and troubleshooting of operating systems, focusing on Windows, macOS, and Linux. The first session covers advanced Windows administration, including user account management, registry configurations, and system maintenance tasks.

Students will also learn how to diagnose and resolve common Windows issues using tools such as Event Viewer and Task Manager. In the second session, students will explore macOS and Linux administration, gaining hands-on experience managing user accounts, disk utilities, and system troubleshooting on both operating systems.

### Session 1: Advanced Windows OS Management & Troubleshooting

- Managing user accounts, file systems, and registry configurations
- Troubleshooting Windows OS issues (Event Viewer, Task Manager)
- Hands-on: Diagnosing and repairing Windows OS problems
- Understand customer service in IT, change management, and risk mitigation

### Session 2 (3 hours): macOS and Linux OS Administration

- Managing user accounts, disk utilities, and file systems on macOS
- Basic system maintenance tasks in Linux (terminal commands, package management)
- Hands-on: Performing system updates and repairs on macOS and Linux

**MODULE 4 / 6 HRS / 2 SESSIONS**

# Networking & Service Management

In this module, students will expand their networking knowledge, learning advanced concepts such as VLANs, static routes, and subnetting. The first session will focus on the configuration and management of routers, switches, and other networking equipment, with hands-on labs for troubleshooting and optimizing network setups.

The second session introduces students to ITIL® 4 (Information Technology Infrastructure Library) and the fundamentals of service management. Students will learn about incident, problem, and change management processes, and explore the use of service management platforms like Jira and ServiceNow for tracking and managing IT support requests.

## Session 1: Advanced Networking Concepts

- Understanding routers, switches, and subnets
- Configuring VLANs and static routes
- Troubleshooting network connectivity issues
- Hands-on: Setting up and configuring a network and router

## Session 2: Introduction to ITIL® 4 & Service Management

- ITIL® 4 Service Value System and key concepts
- Incident, Problem, and Change Management processes
- Using service management platforms (Jira, ServiceNow)
- Hands-on: Documenting incidents and change requests

**MODULE 5 / 6 HRS / 2 SESSIONS**

## IT Troubleshooting, Security, and AI Tools

Module 5 focuses on developing advanced troubleshooting skills, covering both hardware and software issues. In the first session, students will tackle common hardware failures (e.g., displays, printers, peripherals) and learn how to diagnose and repair these issues. The session will also cover troubleshooting OS-related problems, such as system crashes and slowdowns, with hands-on exercises using diagnostic tools.

The second session introduces students to the role of AI tools in IT support, including ChatGPT, Gemini, Copilot, and AzureAI. Students will explore how AI can assist with troubleshooting, automation, and enhancing customer service in IT support roles.

### Session 1: Hardware and Software Troubleshooting

- Troubleshooting common hardware issues (displays, printers, peripherals)
- Diagnosing software and OS issues (freezes, crashes, slowdowns)
- Hands-on: Repairing hardware, troubleshooting OS failures
- Learn how IT teams deliver and improve services
- Using diagnostic tools (ping, tracert, device manager)

### Session 2 (3 hours): Introduction to AI Tools in IT Support

- Overview of ChatGPT, Gemini, Copilot, AzureAI
- Use cases of AI tools in IT support roles for troubleshooting and automation
- Hands-on practice with AI-powered tools for ticketing, diagnostics, and technical troubleshooting
- Exploring AI capabilities for enhancing customer service and support

## MODULE 6 / 6 HRS / 2 SESSIONS

## CompTIA Exam Prep & Capstone Project

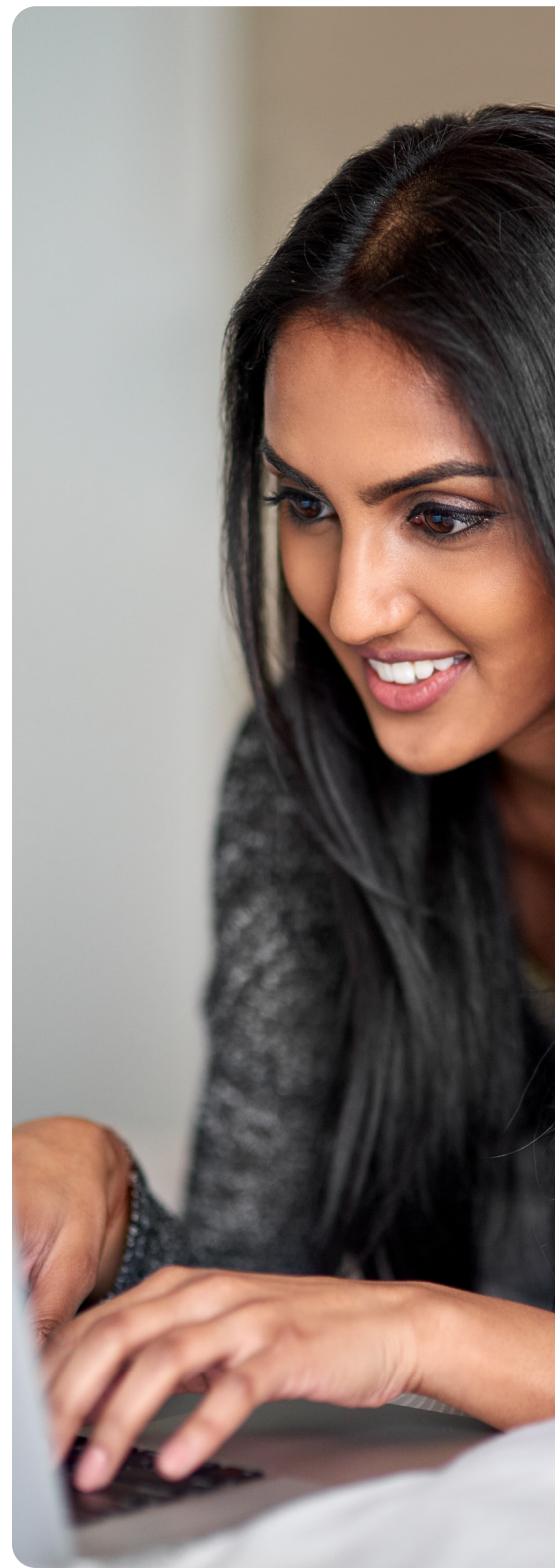
Module 6 is designed to ensure students are fully prepared for the CompTIA A+ certification exam, while also providing a hands-on opportunity to apply everything they've learned through a Capstone Project. The first session focuses on a comprehensive review of key exam objectives, including hardware, networking, OS management, IT security, and troubleshooting. Students will take practice exams, and the instructor will provide targeted review for any weak areas identified. The second session will be dedicated to completing the Capstone Project, where students will simulate real-world IT support scenarios to demonstrate their skills. The module will conclude with final exam preparation tips and a Q&A session to address any last-minute questions before sitting for the CompTIA A+ exam.

### Session 1: CompTIA A+ Exam Review and Practice

- Review key CompTIA A+ exam objectives: hardware, networking, OS management, IT security, and troubleshooting
- Take practice exams to assess readiness
- Targeted review of weak areas identified in practice tests
- Final preparation strategies and tips for the CompTIA A+ exam

### Session 2: Capstone Project and Exam Preparation

- Complete the Capstone Project, applying skills learned throughout the program in a real-world IT support simulation
- Final Q&A session
- Receive final exam tips, strategies, and additional review of CompTIA A+ exam topics



## Pace & Schedule

At Digital Workshop Center, we know that how you choose to learn is one of the key factors driving your success. Combining live online learning through Zoom and individualized support, all students have access to a personalized and mentored learning experience.

Learn online. With guidance every step of the way.

DWC students have access to career coaching, Slack channels, and team support throughout the program.

Your program will be a cohort of students, all learning to together in a live lecture format.

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Length	6 weeks
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Time Commitment	36 hours
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Career Services Support	Yes
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1:1 With Instructors	Yes
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Live Lectures	Yes
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Assigned Cohort	Yes
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# Why Digital Workshop Center?

Established in 2006, Digital Workshop Center is a school for tech careers focused on job skills and professional development. Our certificate programs are delivered in an online, bootcamp format with live instruction. DWC is an alternative option for nontraditional students and the professional workforce.



## WE OFFER SCHOLARSHIPS

You may only apply for one of the following scholarships:

### Tech Skills Scholarship

For unemployed, dislocated workers, or those looking to up-skill, re-skill, or add new skills

### Women and Tech Scholarship

For women looking to re-skill, up-skill or add new skills in a technology career

### Veterans Tech Skills Scholarship

For active or retired military service members and their families

[LEARN MORE](#)

## WHERE OUR GRADS HAVE BEEN HIRED



# Ready to Transform Your Career in Just 3 Simple Steps?

## STEP 1

### Talk to an Advisor

Schedule a quick 15-minute meeting with a student advisor. Ask questions about the enrollment process, tuition, schedules & more.

[SCHEDULE MEETING](#)

## STEP 2

### Discover the Digital Workshop Center Difference

Experience our unique approach before you commit. Attend our mandatory program orientation to get a feel for our hands-on, practical teaching style.

[LEARN MORE](#)

## STEP 3

### Easy Enrollment

Begin your journey effortlessly with our straightforward online application. It's fast, easy, and your first step towards a brighter future.

[APPLY NOW](#)

## Contact Us

Phone: [970-908-8091](tel:970-908-8091)

Email: [info@digitalworkshopcenter.com](mailto:info@digitalworkshopcenter.com)

## Have Questions?

Have questions about our programs? Reach out to our admissions team for more help.

[CONTACT US](#)