

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.

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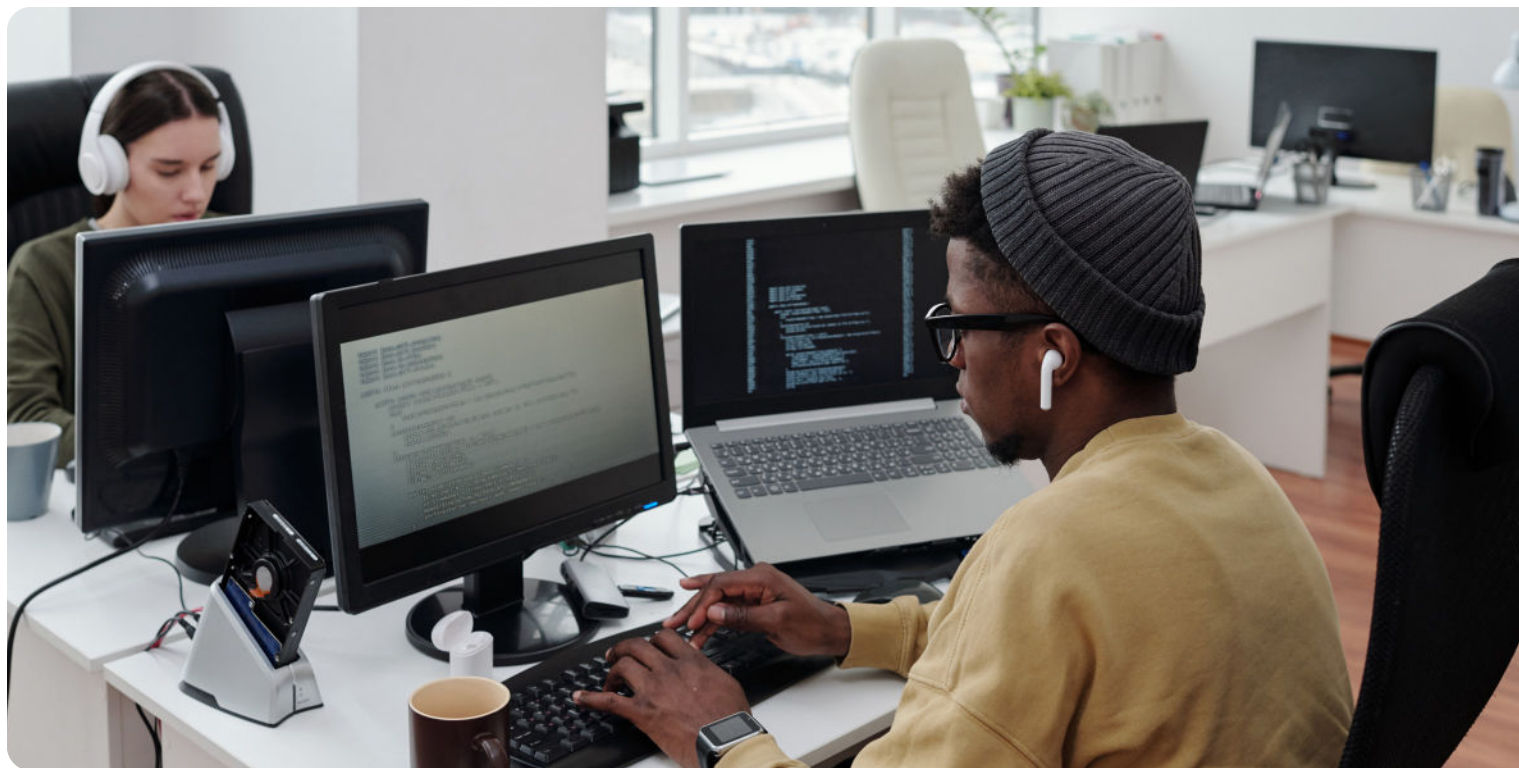


PROGRAM LENGTH*
36 total hours.
12 total sessions
of 3 hours each.



TARGET STUDENT
Beginner

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



Unlike other programs, our training 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:** Prepare for CompTIA A+ (Core 1 & Core 2), one of the most recognized credentials in IT support. Both exam vouchers are included in tuition.
- **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

About 48,700 openings for computer support specialists are projected each year over the decade, as experienced technicians move up into network, security, and systems roles. The CompTIA A+ is where that path starts.



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 is held live on Zoom, with class links in your student portal. The program meets twice per week for 3 hours per session. Your class schedule is set once enrollment fills.*

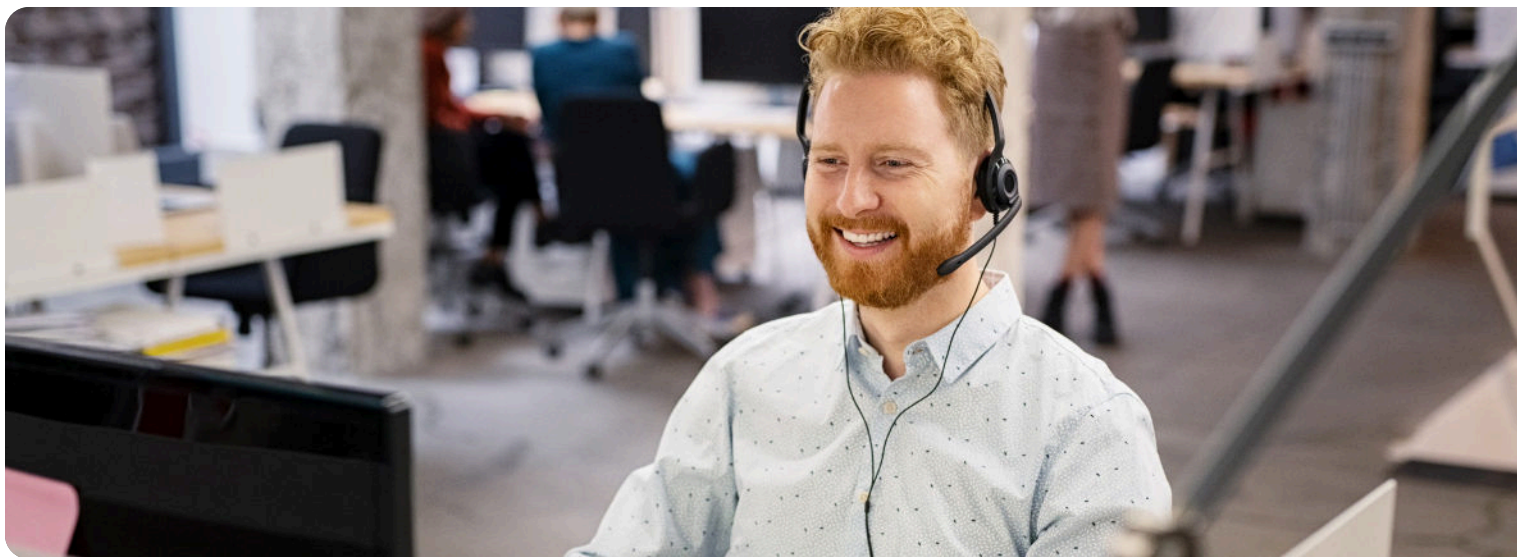
MODULES		HOURS*	SESSIONS
MODULE 1	Core IT Fundamentals and Operating Systems	6	2
MODULE 2	Networking Fundamentals and IT Security	6	2
MODULE 3	Advanced Operating Systems and Troubleshooting	6	2
MODULE 4	Networking and IT Service Management	6	2
MODULE 5	IT Troubleshooting, Security, and AI Tools	6	2
MODULE 6	CompTIA A+ Exam Prep and Capstone	6	2
Total		36	12

*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

* Class start timing depends on enrollment and cannot be guaranteed.

CompTIA-approved study materials are purchased separately. Admissions recommends current resources.



MODULE 1 / 6 HRS / 2 SESSIONS

Core IT Fundamentals and Operating Systems

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



It provided me with resources and knowledge that I could not find in self-paced certification programs or even college courses.

Tristan T.
DWC Student

[READ TESTIMONIALS](#)

MODULE 2 / 6 HRS / 2 SESSIONS

Networking Fundamentals and IT Security

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.

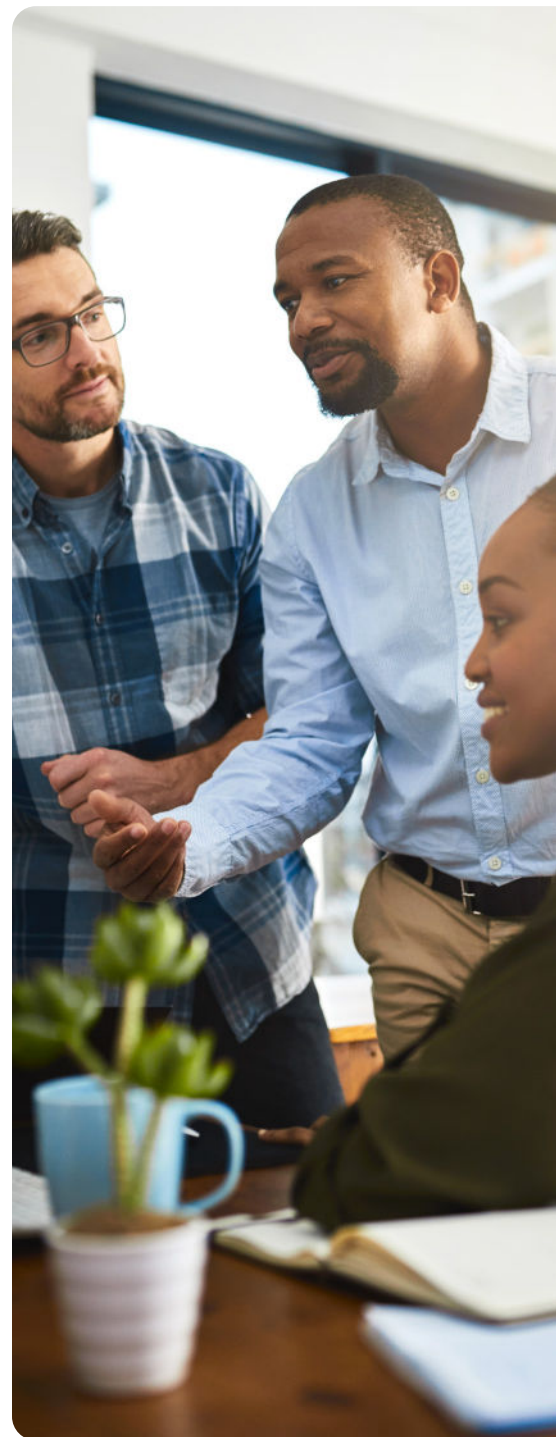
In the second session, the module introduces IT security concepts, including the CIA Triad, common cybersecurity threats (e.g., phishing, malware), and the basics of securing operating systems and networks. Students will configure firewalls, antivirus software, and set up security measures on devices.

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 and 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 and IT 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 A+ Exam Prep and Capstone

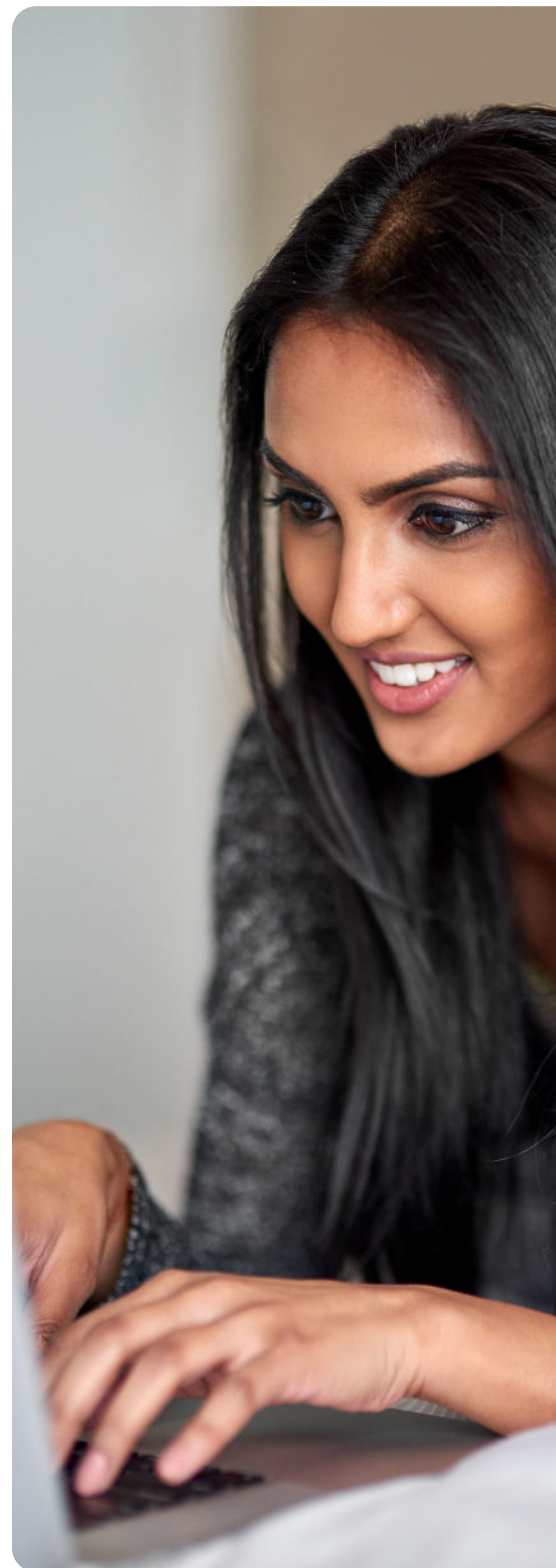
Module 6 is designed to ensure students are fully prepared for the CompTIA A+ certification exam, while also providing a hands-on opportunity to apply everything they've learned through a Capstone Project. The first session focuses on a comprehensive review of key exam objectives, including hardware, 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 is a small live class with rolling enrollment: enroll any time, and your class schedule is set once enrollment fills, typically within 2 to 3 weeks.*

Length	About 6 weeks
Time Commitment	36 hours
Career Services Support	Yes
1:1 With Instructors	Yes
Live Lectures	Yes
Small Live Classes	Yes

* Start timing depends on enrollment and cannot be guaranteed.

Why Digital Workshop Center?

DWC has delivered live, instructor-led career training nationwide since 2006. Most CompTIA A+ prep is a self-paced video course where no one checks your work, or a large bootcamp where the instructor teaches to the middle.

At DWC your instructor has worked in IT, your class stays small, and you graduate with the DWC IT Support Specialist Certificate, a professional certificate issued by Digital Workshop Center.

Included with tuition, for every student:

- ✓ Admissions advisors from pre-enrollment through your first day
- ✓ Instructor mentoring before, during, and after class
- ✓ A dedicated student affairs manager for setup and class files
- ✓ One-on-one career coaching on your resume and job search
- ✓ Tech support by Slack, email, or phone while you train
- ✓ Parker Dewey micro-internships and the DWC alumni community

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

Next Mission 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: [970-980-8091](tel:970-980-8091)

Email: info@digitalworkshopcenter.com

Have Questions?

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

[CONTACT US](#)