Computers and Information Technology · IT408

Modern IT Administration & Enterprise Technical Support

Duration	Category	Ref
1 Week	**Computers and Information Technology**	**IT408**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

This course provides participants with a comprehensive understanding of modern IT administration concepts, enterprise technical support functions, and current trends in IT operations management. The programme focuses on the theoretical foundations of system administration, IT infrastructure support, troubleshooting methodologies, cybersecurity awareness, cloud services, user support management, and enterprise IT best practices without hands-on practical sessions.

Course Objectives

By the end of the course, participants will be able to:

- Understand modern IT administration roles and responsibilities.
- Recognise enterprise IT infrastructure components and operations.
- Identify technical support frameworks and troubleshooting methodologies.
- Understand system performance monitoring and maintenance concepts.
- Learn the fundamentals of cybersecurity within IT support environments.
- Explore cloud computing and modern workplace technologies.
- Understand IT service management (ITSM) principles and support workflows.
- Enhance communication and incident handling within technical support operations.

Target Audience

- IT Administrators
- Technical Support Staff
- Helpdesk Personnel
- IT Operations Employees
- Junior System Administrators
- Professionals involved in enterprise IT support services

Course Outlines

Day 1

Introduction to Modern IT Administration

- Role and responsibilities of IT administrators
- Overview of enterprise IT environments
- IT infrastructure fundamentals
- Operating systems and enterprise platforms overview
- User management and access control concepts
- IT administration best practices
- Current trends in enterprise IT operations

Day 2

Enterprise Technical Support Fundamentals

- Technical support structures and service models
- Helpdesk and support centre operations
- Incident management lifecycle
- Troubleshooting methodologies and root cause analysis
- Common enterprise technical issues
- Communication skills for IT support professionals
- Customer service standards in IT support

Day 3

Systems, Networks & Infrastructure Concepts

- Fundamentals of enterprise networks
- Servers, storage, and virtualisation overview
- Network security basics
- System monitoring and performance management
- Backup and disaster recovery concepts
- Remote support technologies
- Infrastructure maintenance planning

Day 4

Cybersecurity & Cloud Administration Awareness

- Introduction to cybersecurity principles
- Common cyber threats in enterprise environments
- Security policies and compliance awareness
- Identity and access management concepts
- Cloud computing fundamentals
- Microsoft 365 and cloud service administration overview
- Modern workplace technologies and digital transformation

Day 5

IT Service Management & Future Trends

- IT Service Management (ITSM) principles
- Service Level Agreements (SLAs) and KPIs
- Change management and documentation practices
- Asset and configuration management concepts

- Automation and AI in IT support
- Emerging technologies in enterprise IT
- Course review and open discussion session

Ask us for a date for this course

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