Special Courses · SC361

Certified Nexthink Administrator

Amman (Jordan) · 27 - 31 Dec 2026

Date	Venue	Duration
27 - 31 Dec 2026	**Amman (Jordan)**	**1 Week**
Fee	Ref	Language
£3,100 GBP	**SC361**	**English**

Introduction

This 5-day programme provides participants with a solid understanding of Nexthink's capabilities for monitoring, analysing, and enhancing the Digital Employee Experience (DEX). The course covers the core features of the Nexthink platform, from installation and configuration to analytics, troubleshooting, and automation.
While this training is designed in alignment with Nexthink administrative best practices, it does not represent an official or accredited Nexthink certification programme.

Course Objectives of Certified Nexthink Administrator

At the end of this programme participants will be qualified to:

- Understand Nexthink architecture, components, and data flow.
- Configure and manage the Nexthink platform environment.
- Perform effective endpoint monitoring and data investigations.
- Interpret analytics and dashboards to enhance digital experiences.
- Apply best practices in troubleshooting and automation.

Course Methodology of Certified Nexthink Administrator

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Certified Nexthink Administrator

- Improved visibility into digital workplace performance.
- Reduced IT incidents through proactive monitoring and insights.
- Enhanced user satisfaction and productivity.
- Better alignment between IT operations and end-user experience goals.

Personal Impact of Certified Nexthink Administrator

- Strengthened understanding of digital experience management.
- Ability to configure and use Nexthink tools effectively.
- Enhanced analytical and diagnostic problem-solving skills.
- Preparedness to manage Nexthink-based environments in enterprise settings.

Target Audience of Certified Nexthink Administrator

- IT Administrators and Engineers
- Digital Workplace Managers
- Service Desk and Operations Managers
- Endpoint and User Experience Specialists

Course Outlines

Day 1

Introduction to Nexthink and Digital Experience Management

- Overview of Digital Employee Experience (DEX) concepts
- Nexthink platform architecture and components
- Understanding the role of the Collector, Engine, and Portal
- Data flow and key Nexthink functionalities
- Navigating the Nexthink Portal interface

Day 2

System Configuration and Administration

- Setting up and managing users, roles, and permissions
- Configuring endpoints and network connectivity
- Managing collectors and ensuring data accuracy
- Engine maintenance and health monitoring
- Backup, recovery, and upgrade considerations

Day 3

Investigations and Dashboards

- Introduction to Investigations and Metrics
- Building and managing dashboards
- Using Nexthink Finder for real-time insights
- Customising views and analytics for IT teams
- Hands-on data interpretation scenarios

Day 4

Automation, Alerts, and Troubleshooting

- Understanding automation within Nexthink
- Creating rules, alerts, and remediation actions
- Monitoring system health and performance
- Common troubleshooting techniques and case examples

- Best practices in endpoint and user support optimisation

Day 5

Advanced Analytics and Implementation Strategy

- Leveraging analytics for proactive IT operations
- Integrating Nexthink with ITSM and monitoring tools
- Reporting and KPI tracking for business alignment
- Developing a digital experience improvement plan
- Course review, discussion, and Q&A

Register or ask about this course online

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