



Desktop Support Engineer

www.skills-factory.com

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COURSE OVERVIEW

This course is about learning computer hardware, basic networking and installation of Operating system and Applications. Troubleshooting, hardware, networking and software issues. This course gives you first job in IT field and industry has very high demand of Desktop Support Administrator also it is called as Desktop Level-1 Engineer.

COURSE FEATURES

1

This course syllabus covers most of the topics which are required in industry to become a 'Desktop Support Engineer'

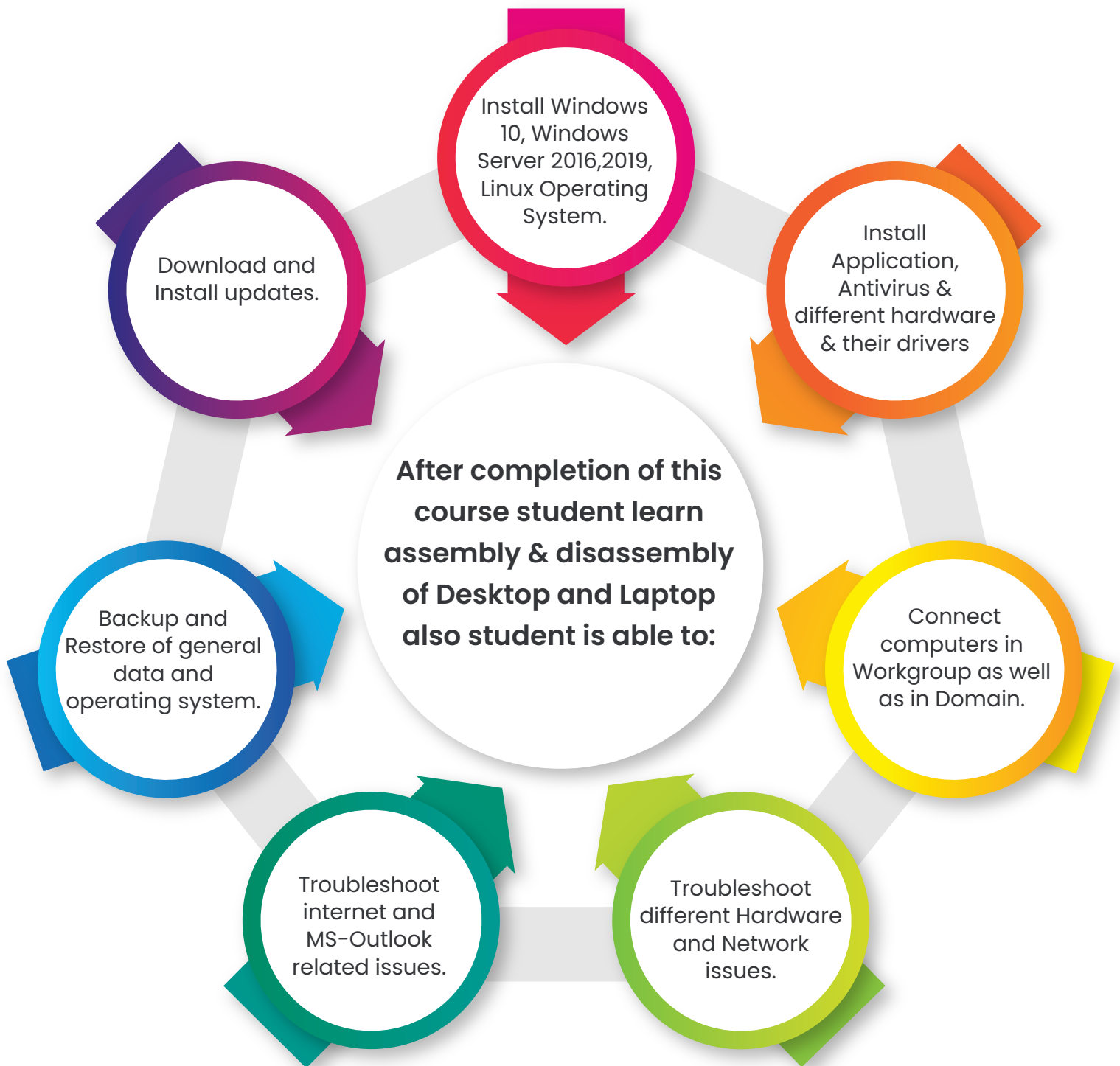
2

Experts from industry developed the course with easy language.

3

The course is organized into a structured learning path, making it easy for candidates to follow a logical progression of topics. This helps build a strong foundation and develops logic and troubleshooting skills.

COURSE OUTCOMES



COURSE CURRICULUM

1. Hardware Device Types, Technical Specifications, General Issues.

- 1) Processor
- 2) Motherboard
- 3) Ram
- 4) Power Supply
- 5) BIOS/CMOS
- 6) Harddisk, Desktop and Laptop assembly.

2. Network Fundamentals

- 1)) IP addressing and Subnetting.
- 2) Networking Devices
- 3) OSI Reference Module
- 4) Networking Media
- 5) Wireless Networking.

3. Managing and Maintaining Client Operating System

- 1) OS Installation (Windows 10, Server 2016, and Linux)
- 2) Application Installation (MS-Office, Adobe Acrobat, Antivirus, Winrar, etc)
- 3) Hardware device and drivers.
- 4) Creating user, user profiles and groups
- 5) Permissions (NTFS and Share permissions)
- 6) Local Security Policies
- 7) Connecting computer in workgroup and domain. Sharing resources (Folder, Drive, Print, etc)
- 8) Internet and MS-Outlook configuration.
- 9) Windows updates.
- 10) Backup and Restore.

4. Managing and Maintaining Server Operating System.

- 1) Installation of Server 2016
- 2) Installation of Active Directory Domain Service (ADDS)
- 3) File server
- 4) DHCP/ DNS server
- 5) Monitoring (Troubleshooting Techniques)
- 6) Server Backup and Restore (Bare metal and System state)
- 7) Introduction to Firewall.
- 8) Introduction to Ticketing tool.

WHO CAN DO **THIS COURSE ?**

12th pass student, Graduate, Under Graduate, Post graduates.

COURSE DELEVERY





Skills Factory Learning in partnership/collaboration/MOUs with apex Governmental educational and regulatory bodies and Government established Universities offers specialized career-oriented courses in Digital/Information Security, Networking, and Wellness. Courses align with Government-approved curriculum.

Skills Factory's certificate courses in Information Security, Networking, and Wellness will boost your knowledge to explore new opportunities, to create a secure and uninterrupted career growth path. Dig into the topics in step-by-step learning to master the subject with ease.

CONTACT US

Address:

Skills Factory Learning Private Limited
Venkateshwara House, 1st floor, office 3,
opp. Kalinga hotel, near Sharda center,
off Karve road, Pune, Maharashtra,
India 411004 (India)

Phone:

+91 95291 45876
+91 90210 97004

E-Mail:

enquiry@skills-factory.com