

In Phase 2: Upon completing the TestOut course, JSS trainers will grant a 1-year premium membership. During this membership, members will engage in specialized courses designed for IT support roles. With a JSS membership, you'll have access to real labs and projects. Additionally, JSS trainers will assist in resume building, optimizing your LinkedIn profile, and providing valuable references to help you prepare for job opportunities or enhance your IT support skills in your current role

MODERN IT SUPPORT TRAINING: PART 1 | A+ (220-1102)

What is Network?

What Makes a Network?

CHAPTER 1: OPERATING SYSTEMS: Partner Content

CHAPTER 2: SECURITY: Partner Content

CHAPTER 3: SOFTWARE TROUBLESHOOTING: Partner Content

CHAPTER 4: OPERATIONAL PROCEDURES: Partner Content



Resume Project

Module 1: Identifying different Windows Operating System Editions

Module 2: Managing a Windows Device using the Command Line Interface

Module 3: Managing a Windows device using the Graphical User Interface (GUI)

Module 4: Configuring a Windows Device using the Control Panel

Module 5: Configuring and Managing a Windows Device using Settings

Module 6: Configuring Networking Settings on a Windows Device

Module 7: Install and Configure Applications on a Windows Device

Module 8: Identify different Operating Systems and Functionality

Module 9: Different Operating System Installation Methods

Module 11: Tools for Managing and Maintaining Linux Operating Systems

Module 12: Implementing Physical Security Measures

Module 13: Implementing Network Security Measures

Module 14: Authentication and Authorization Methods

Module 15: Wireless Security Implementation (No Tasks)

Module 16: Malware and Social Engineering Prevention Methods (No Tasks)

Module 17: Security Implementation on a Windows Device

Module 18: Password and Account Management on a Windows Device

Module 19: Mobile Security Solutions

Module 20: Secure Data Disposal Methods

Module 21: Securing a SOHO Network

Module 22: Securing Web Browsers on a Windows Device

Module 23: Troubleshooting Windows Operating Systems (No Tasks)

Module 24: Troubleshooting Personal Computer Security Settings (No Tasks)

Module 25: Malware Removal and Remediating Best Practices
Module 26: Troubleshooting Mobile Device Security Settings (No Tasks)
Module 27: Documentation Best Practices (No Tasks)
Module 28: Implementing Basic Change Management Best Practices (No Tasks)
Module 29: Backup and Recovery Implementation
Module 30: Safety and Environmental Procedures (No Tasks)
Module 31: Privacy, Licensing & Policy Concepts (No Tasks)
Module 32: Using Proper Communication Techniques and Professionalism (No Tasks)
Module 33: Basic Scripting Techniques
Module 34: Remote Access Methods



Project for Certificate

MODERN IT SUPPORT TRAINING: PART 2 | A+ (220-1101) [\(Short Video\)](#)

A+ 1101 Mobile Devices
A+ 1101 Networking
A+ 1101 Hardware
A+ 1101 Virtualization and Cloud Computing
A+ 1101 Troubleshooting Hardware and Networking
Additional Hardware Content
Safety for You and Computer Components
System Component Overview
Understanding Motherboards
Understanding Processors
Understanding Types of Memory
Hard Drives and Storage Devices
Power Supplies and Voltage
Ports, Cables, and Connectors
Input and Output Devices
Managing Printers
Mobile Devices, Multimedia, and Laptop Computers
Preventive Maintenance
Troubleshooting Procedures



Resume Project



Certificate Information

IT SUPPORT: ACTIVE DIRECTORY, OFFICE 365 & TECH SKILLS [\(Short Video\)](#)

Course Introduction
Real-World IT Learning | Active Directory
Real-World IT Learning | Group Policy Training for IT Support
Real-World IT Learning | Office 365 Training for IT Support

Windows Management Skills for IT Support



Ticketing Systems Training and Certificate

Common Troubleshooting Level 1,2

Power & Advance tools for IT Professionals

What course to take next?

IT SUPPORT: PEOPLE SKILLS FOR IT PROFESSIONALS [\(Short Video\)](#)

IT Professional Soft Skills

Soft Skills PowerPoints



Project

IT SUPPORT RESUME, APPLYING FOR JOBS AND COMMUNITIES

Introduction

Sample Resume to use.

Searching for jobs

Interview Preparation

IT Communities

Success stories

Interview Questions and Answers