



Technocation Freelancing Training Institute And Software House

CCST IT Support Course Certification Module

MODULE 1: Introduction to IT Support

- Learn what IT support means in a company.
- Understand roles and daily tasks of IT support staff.
- Explore how IT keeps systems running smoothly.
- Know the skills you'll build in this course.

MODULE 2: Computer Hardware Basics

- Identify main computer parts: CPU, RAM, hard drive, etc.
- Learn how to assemble and disassemble a PC safely.
- Understand how hardware works together.
- Practice fixing simple hardware issues.

MODULE 3: Operating Systems (Windows, Linux, macOS)

- Learn what an operating system does.
- Explore features of Windows, Linux, and macOS.
- Practice basic OS installation and setup.
- Solve common system startup or driver issues.

MODULE 4: Networking Fundamentals

- Learn how computers connect through networks.
- Understand IP addresses, routers, and switches.
- Explore LAN, WAN, and Wi-Fi basics.
- Troubleshoot simple network problems.

MODULE 5: Cybersecurity Essentials

- Learn how to keep systems and data safe.
- Understand viruses, malware, and phishing attacks.
- Practice password protection and safe browsing.
- Know basic data backup and recovery methods.

MODULE 6: Troubleshooting Techniques

- Learn a step-by-step method to fix IT issues.

- Use diagnostic tools and logs to find problems.
- Solve software, hardware, and network errors.
- Document and report your troubleshooting steps.

MODULE 7: Software Management & Support

- Install, configure, and update software programs.
- Manage licensing and user access.
- Handle application crashes and compatibility issues.
- Support users with everyday software problems.

MODULE 8: User Support & Communication

- Learn how to talk clearly with non-technical users.
- Practice polite and professional communication.
- Handle frustrated users calmly and kindly.
- Write simple support tickets and reports.

MODULE 9: Cloud Computing Basics

- Understand what cloud computing means.
- Learn about storage, hosting, and virtual machines.
- Explore Google Cloud, AWS, and Microsoft Azure.
- Practice backing up files to the cloud.

MODULE 10: Command Line & Scripting

- Learn how to use command-line tools (CMD, PowerShell).
- Write simple scripts to automate tasks.
- Manage files and folders using commands.
- Understand how scripting saves time in IT work.

MODULE 11: System Maintenance & Performance

- Keep computers fast and updated.
- Learn how to clean and optimize systems.
- Schedule regular updates and backups.
- Use performance monitoring tools.

MODULE 12: Remote Support & Tools

- Learn to fix issues from another location.
- Use remote desktop and screen-sharing software.
- Practice setting up secure remote sessions.
- Provide real-time help without being on-site.

MODULE 13: Certification & Final Assessment

- Review all major topics and key IT skills.
- Complete a hands-on practical test.
- Take a written or online certification exam.
- Earn your **CCST IT Support Certificate** of completion.

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