

OPENCLASSROOMS



Help Desk Technician

Provide technical support and assistance to users by resolving issues, troubleshooting problems, and ensuring smooth business operations.



**Real-world
Projects**



Prerequisites
High school diploma or
equivalent



**Apprenticeship Training
Duration**
400 hours
**Bootcamp Training
Duration**
110 hours



**Assigned
Mentor**



**Certificate of Completion
of Apprenticeship**

OpenClassrooms

pedagogy and experience: the keys to your success



100% Online

Your online training is accessible from anywhere, anytime



Learn by doing

Put your knowledge into practice by using your new skills on real-world projects



A mentor to support you

Benefit from the support and advice of an expert in the field throughout your training to help you progress.

Gain the skills you need for future-proof tech jobs with an earn and learn program

1

Salary and training financed by a forward-thinking company, what can be better?

Earn and learn means zero cost and debt to you because it is all financed by a company. Receive a salary while you are training!

2

A flexible apprenticeship program: practical for you and your business.

Your contract can start at any time of the year. The program is flexible allowing for 3 or 4 days of on-the-job training with online training days that can be adapted.

3

Training that reflects the realities of your chosen profession.

This program is registered with the U.S. Department of Labor, Office of Apprenticeship.

4

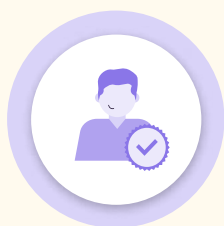
Online, but always supported.

Because training is never easy, you are supported by a mentor, who helps you progress. Our team of educational advisers is also there to support you at every stage of your journey.

Pursue a career as a Help Desk Technician



Provide technical support to users to ensure seamless business operations.



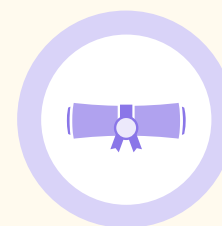
Intended for

Individuals interested in pursuing a career in IT support or those who want to enhance their existing technical skills in the context of help desk operations.



Duration

Full-time
12 month apprenticeship



Credential

Certificate of Completion of Apprenticeship
Granted by the Office of Apprenticeship or the State Apprenticeship Agency.

Target skills:

- Set up, configure, and verify the working condition of equipment and software that meets users needs.
- Install system and software updates, configure backups, and ensure security.
- Troubleshoot issues through computer diagnostics and reading relevant documentation.
- Provide efficient and timely user support, both remote and in-person.
- Analyze requirements, conduct feasibility studies, and recommend improvements to existing systems.

PREREQUISITES FOR APPRENTICESHIP ADMISSION

- High school diploma or equivalent.
- Must be over 18 years of age or older and have the right to work in the U.S.
- Fundamentals of computer literacy (high school level), basic experience in IT.

Tools, technologies and methodologies



Training Path

12 month apprenticeship program

Our apprenticeship programs combine hands-on training with 100% online learning. The apprenticeship program consists of 6 - 8 projects, focused on acquiring core skills that can be applied on-the-job.

Training Projects

PROJECT 1

~ 10h

Dive into your Help Desk Technician Apprenticeship

Find out what it means to be a Help Desk Technician by stepping into your new role. Define your goals and determine your study schedule.

TARGET SKILLS

- Define your training framework
- Adopt a lifelong learning mindset

EXPECTED DELIVERABLES

- Training schedule

RECOMMENDED COURSES

- Course #1 - Explore a Career as an IT Technician
- Course #2 - Develop your Soft Skills

PROJECT 2

~ 25h

Handle IT Service Management on a Daily Basis

Using ZenDesk, perform a variety of typical daily IT support tasks as a Helpdesk manager

TARGET SKILLS

- Perform minor repairs to hardware or peripheral equipment
- Maintain records of daily IT activities
- Read order sheets to prepare for delivery to users

EXPECTED DELIVERABLES

- Screenshot of ticket list for all unsolved tickets
- Problem ticket report created for an SAP issue and its incident tickets
- Screenshot of one of the new incident tickets for the SAP issue
- Ticket report showing three task tickets for computer deployment

TOOLS, TECHNOLOGIES, AND METHODOLOGIES



RECOMMENDED COURSES

- Course #1 - Discover Ticket Management with ZenDesk
- Course #2 - Develop a Service-Minded Attitude
- Course #3 - Improve your Presentation Skills

Training Projects

PROJECT 3

~ 35h

Develop an SME's IT Infrastructure

Implement a new wireless network for an IT service provider's client, as part of an IT design team. Include physical equipment and an IP addressing plan.

TARGET SKILLS

- Confer with users to provide technical assistance and support
- Install hardware or peripheral equipment following specifications

EXPECTED DELIVERABLES

- Updated Network Technical document for the customer
- Updated Cisco Packet Tracer file including the correct configuration of IP addressing

TOOLS, TECHNOLOGIES, AND METHODOLOGIES



DNS/DHCP

OSI & TCP/IP models

RECOMMENDED COURSES

- Course #1 - Set Up TCI/IP Networks
- Course #2 - Simulate your Network Diagram with Cisco Packet Tracer
- Course #3 - Speak in Public

PROJECT 4

~ 25h

Install and Configure a Workstation at your Company

Ensure the workstation for a new employee at your company is in working order. Customize their software and browser settings.

TARGET SKILLS

- Install software following specifications
- Inspect equipment to prepare for delivery to users
- Set up equipment for employee use

EXPECTED DELIVERABLES

- Workstation requirements document
- Invoice for workstation
- Workstation checklist showing install of OS and all required software
- Photos of undamaged workstation

TOOLS, TECHNOLOGIES, AND METHODOLOGIES

 Windows 10

Event viewer tool

RECOMMENDED COURSES

- Course #1 - Assemble a Computer
- Course #2 - Work Effectively in a Team

Training Projects

PROJECT 5

~ 35h

Manage Windows Computers at your Company

Install security updates and fix a defective machine for a user who needs workstation updates and fixes.

TARGET SKILLS

- Customize the initial installation of commercial programs
- Train users in the proper use of hardware or software
- Conduct computer diagnostics to resolve problems
- Answer user inquiries and resolve computer problems

EXPECTED DELIVERABLES

- Written consent from your workplace advisor
- Incident report regarding a workstation problem
- Document detailing the custom installation of software
- Email or slide deck for the user, outlining workstation changes

TOOLS, TECHNOLOGIES, AND METHODOLOGIES

ITIL

Windows 10

VirtualBox

RECOMMENDED COURSES

- Course #1 - Set Up your PC Using Windows 10
- Course #2 - Set Up Virtual Machines Using VirtualBox and vSphere
- Course #3 - Develop your Critical Thinking

PROJECT 6

~ 40h

Back Up Workstations at your Company

Ensure IT security using automatic backups by finding a person or a team at your company who needs to improve their data backup and hardware security.

TARGET SKILLS

- Oversee the daily performance of computer systems
- Develop training materials and procedures
- Enter commands and observe system functions for integrity

EXPECTED DELIVERABLES

- Implementation of your IT department's chosen backup option, either:
 - PowerShell script or screenshot showing Windows backup configured to run daily
- Updated internal documentation detailing company's backup procedure

TOOLS, TECHNOLOGIES, AND METHODOLOGIES

PowerShell

Windows backup

vmware

RECOMMENDED COURSES

- Course #1 - Set Up Backup Solutions
- Course #2 - Learn the Command Line in Terminal

Training Projects

PROJECT 7

~ 30h

Improve a Company's Information System

Propose a firewall solution for a communication agency and organize the safe disposal of equipment.

TARGET SKILLS

- Confer with other stakeholders to establish requirements for new systems or modifications
- Recommend improvements or upgrades to computer hardware
- Recommend improvements to computer or information systems

EXPECTED DELIVERABLES

- Security incident response deck, using this as a case study
- Equipment disposal presentation with EPA guidelines

TOOLS, TECHNOLOGIES, AND METHODOLOGIES

Windows 10 VirtualBox

Windows security

Windows defender

Windows firewall

RECOMMENDED COURSES

- Course #1 - Stay Up to Date with Innovations in your Field
- Course #2 - Develop your Creativity

Clear steps to guide you towards your future career.

1

Study guidance

Selecting the best option for your future is never easy, but our team is here to guide you through your training options and advise you on financing options by e-mail, telephone or via webinars.

2

Start date

Together we ensure that you meet the prerequisites, register, and identify apprenticeship employer options. Or if you are in the Talent Marketplace, an employer may reach out to you directly.

3

Your onboarding

As soon as you are matched with an employer, you take part in an onboarding webinar to familiarize yourself with our training. Learn about the program, schedule, and stay for Q&A: you will be able to start your educational journey with complete peace of mind.

4

Skills acquisition

No more grades: you are assessed through the acquisition of skills and the completion of professional projects, which will allow you to build a portfolio, in cooperation with your mentor, our educational team and our online resources.

5

Jury and certificate

Your portfolio is evaluated by a jury of experts responsible for validating the acquisition of the skills necessary to receive a Certificate of Completion of Apprenticeship.

6

Career

With your certificate of completion in hand, you are ready to start working, at a company or on your own. You're ready to begin!

They trust us



High-quality training

Our training and our courses are designed especially for you, by our team of recognized experts and professionals.



Skills sought by companies

Our job? To identify the skills and jobs most sought after by employers, so that your training has a real impact, today and tomorrow. We're here for you, all the way. (And even beyond.)

Field experts

Your courses and projects are built in collaboration with recognized professionals in their field, so that your training is as close as possible to the reality of the profession. Start off on the right foot with project-based learning.

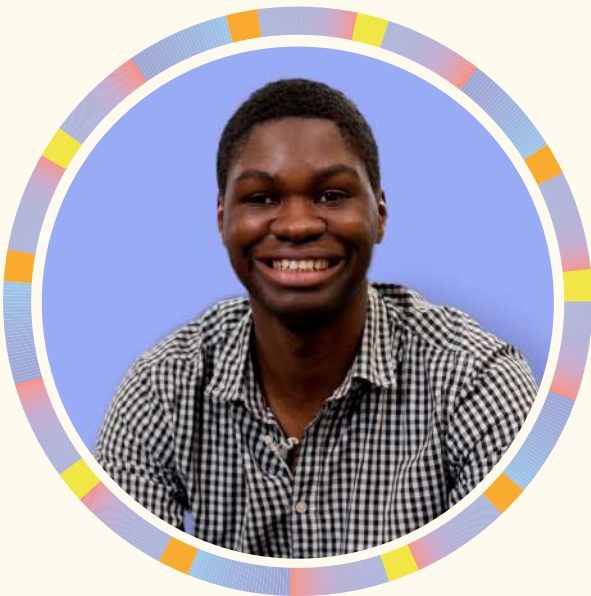


Our production studio

We produce all training content in our own production studio to have 100% control over the content and quality.

Autonomous doesn't mean you're alone. We provide support every step of the way.

A passionate mentor



Starting something new (and doing it successfully) is never easy. Especially when you're on your own. Fortunately, at OpenClassrooms we are passionate and we want you to succeed as much as you do. You are accompanied by an expert throughout your course, who will help you progress and reach your goals.

"I help the students on technical aspects. But it goes beyond that: I motivate them, give them self-confidence, provide them with soft skills for their future career."

PATRICK, OpenClassrooms mentor

PEDAGOGICAL ADVISORS

Obstacles and difficulties happen. Our team of educational advisors are here to help you overcome them by supporting you and ensuring you finish your training on time.

A VIBRANT COMMUNITY

While we provide guidance throughout your training, we also provide you the opportunity to engage with the global OpenClassrooms community on our social network. You're never alone, and you're always connected.

A PERSONAL CAREER COACH

Although you are independently studying, you are never alone. From the start of your training program, you can contact learners and mentors on the OpenClassrooms social network.

Feedback from our students.

Our greatest reward is the impact we have had on the careers of thousands of people since our creation, and we don't intend to stop there.

“For me, doing an earn and learn apprenticeship program was important, because it got me back on track. After six years on my own, it helped me get back into the rhythm of a job, to relearn the relationship with a boss, and it was necessary for me”

STEPHANIE, apprenticeship, payroll manager



“The apprenticeship program is really very professionalizing. I do both strategy, creation, writing... and in my work, I manage a community and I host webinars on a daily basis”

VICTORIA, apprenticeship, marketing strategy expert



We are a B-corp certified mission-driven company

OpenClassrooms has a dedicated team working to make education accessible. This mission is the heart of our organization and serves as our guide. That is why we have received B Corp certification. A prestigious certification that recognizes businesses that meet a high standard of social and environmental standards.

