IT Support Services: Helpdesk, Incident Handling & Customer Support Training Course

10 – 14 May 2027
Addis Ababa

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IT Support Services: Helpdesk, Incident Handling & Customer Support Training Course

Ref: 103600307_225133 **Date:** 10 – 14 May 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Course Overview:

The Training Course in IT Support Services Helpdesk, Incident Handling & Customer Support is designed to equip IT professionals with essential skills to excel in technical support, IT troubleshooting, incident handling, and customer support. This course provides in-depth knowledge on IT service management frameworks, ITIL principles, helpdesk services, remote IT support, and network issue resolution.

Participants will gain hands-on experience in handling IT service requests, prioritizing incident response workflows, managing enterprise IT support solutions, and implementing best practices for service desk operations. The curriculum also covers cybersecurity basics, user authentication techniques, system performance monitoring, and IT system validation to ensure IT support teams can effectively troubleshoot and maintain business continuity.

By the end of this course, learners will be adept at managing IT infrastructure, resolving hardware software issues, documenting IT support processes, and implementing cloud-based IT support strategies. The course combines theoretical knowledge with real-world case studies and interactive hands-on training to prepare IT professionals for evolving industry challenges.

Target Audience:

- IT Support Specialists
- Helpdesk Technicians
- Technical Support Engineers
- IT Administrators
- Customer Support Representatives in IT
- Network Support Specialists
- IT Managers
- System Administrators

Targeted Organizational Departments:

- IT Service Management
- Helpdesk and Technical Support
- Network and Systems Administration
- Cybersecurity and Risk Management
- IT Infrastructure and Operations
- Enterprise Support Services

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Targeted Industries:

- Information Technology and Software Services
- Telecommunications and Networking
- Financial Services and Banking
- Healthcare IT and Medical Systems Support
- E-commerce and Retail IT Operations
- Government IT Support and Public Services
- Education and E-learning Platforms

Course Offerings:

By the end of this course, participants will be able to:

- Efficiently handle IT service requests and troubleshoot common IT issues
- Implement best practices in IT service desk operations
- Manage incident handling and escalation protocols
- Apply ITIL principles for IT support services
- Utilize remote IT support and cloud-based IT troubleshooting methodologies
- Perform network issue resolution and system monitoring techniques
- Document IT support processes and improve technical communication
- Implement data backup, recovery strategies, and cybersecurity protocols

Training Methodology:

This course employs a blended learning approach, incorporating:

- Interactive Case Studies to simulate real-world IT support challenges
- Hands-on Exercises for troubleshooting, IT ticketing, and system monitoring
- Instructor-Led Training for an immersive learning experience
- Role-Playing Activities for effective IT helpdesk communication and issue resolution

Course Toolbox:

Participants will have access to:

- Troubleshooting flowcharts and IT ticketing templates
- Service Level Agreement SLA checklists
- Remote desktop support guidelines
- Cybersecurity risk assessment frameworks

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Course Agenda:

Day 1: Fundamentals of IT Support and Helpdesk Operations

- **Topic 1:** Introduction to the IT-ITeS Industry and IT Support Services
- **Topic 2:** Career Opportunities and Responsibilities of IT Support Engineers
- **Topic 3:** Concept of Service Requests and Incidents
- **Topic 4:** Service Request Management and Incident Handling Frameworks
- **Topic 5:** IT Service Desk Best Practices and Ticketing Systems
- **Topic 6:** Customer Service Excellence in IT Support
- **Reflection & Review:** Discussing industry trends, career growth, and common service request challenges.

Day 2: Technical Skills for IT Support and Troubleshooting

- **Topic 1:** Technical Specifications Related to IT Service Requests
- **Topic 2:** Troubleshooting Common Hardware and Software Issues
- **Topic 3:** Remote IT Support Strategies and Cloud-Based Solutions
- **Topic 4:** Monitoring and Validation of Incidents
- **Topic 5:** Network and System Issue Resolution Techniques
- **Topic 6:** IT Support Documentation and Knowledge Base Development
- **Reflection & Review:** Hands-on troubleshooting exercises and case study analysis.

Day 3: Incident Management and ITIL Service Framework

- **Topic 1:** ITIL Principles for IT Support and Incident Handling
- **Topic 2:** Service Level Agreements SLAs and IT Support Metrics
- **Topic 3:** Root Cause Analysis and Incident Prioritization Techniques
- **Topic 4:** Business Continuity and Risk Management in IT Support
- **Topic 5:** Cybersecurity Considerations for IT Helpdesk Operations
- **Topic 6:** IT Service Request Escalation and Resolution Strategies
- **Reflection & Review:** Review of ITIL processes and real-world incident management scenarios.

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Day 4: Customer Interaction and Remote IT Support

- **Topic 1:** Effective Communication for IT Support and Helpdesk Teams
- **Topic 2:** Handling Difficult Customers and Service Escalations
- **Topic 3:** Remote Desktop Support Best Practices
- **Topic 4:** Process Automation in IT Support Services
- **Topic 5:** User Authentication and Access Management
- **Topic 6:** Ethical Considerations and Compliance in IT Support
- **Reflection & Review:** Role-playing exercises for effective IT support communication.

Day 5: Advanced IT Support Strategies and Case Study Analysis

- **Topic 1:** Managing Enterprise IT Support Solutions and IT Infrastructure
- **Topic 2:** Digital Transformation and Cloud-Based IT Support Solutions
- **Topic 3:** IT System Recovery, Backup, and Disaster Planning
- **Topic 4:** IT Troubleshooting Strategies for Large-Scale Organizations
- **Topic 5:** Evaluating IT Support Performance Metrics and KPIs
- **Topic 6:** Final Course Review, Assessment, and Certification
- **Reflection & Review:** Panel discussion on future IT support trends and best practices.

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No prior qualifications are required, but a basic understanding of IT concepts, networking, or customer support is beneficial

How long is each day's session, and is there a total number of hours required for the entire course?

Each session runs 4-5 hours per day, totaling 20-25 hours over one week

How does IT support contribute to business continuity and operational efficiency?

IT support ensures system reliability, minimizes downtime, and enhances user productivity, making it a critical component of business operations

How This Course is Different from Other IT Support Training Programs

Unlike generic IT support courses, this program integrates real-world case studies, IT service management best practices, and hands-on technical exercises. It goes beyond traditional troubleshooting by incorporating customer service excellence, compliance, and cybersecurity awareness into IT support operations

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This training is ideal for professionals looking to advance their IT support careers by mastering technical troubleshooting, incident handling, and IT service management frameworks in a structured and engaging learning environment