



## Windows Client

### WIN600: Introduction to Windows Troubleshooting and Support

\$1,495.00

- 2 Days

## Upcoming Dates

May 12 - May 13

Jul 14 - Jul 15

Sep 22 - Sep 23

Nov 05 - Nov 06

## Course Description

Unleash your potential and kickstart your dream Technical Support career by mastering the essential communication and hard technical skills required in the Introduction to Windows Troubleshooting and Support course! Get ready to tackle any challenge and become a true problem-solving hero in the ever-evolving world of tech support!

In this two-day course you will learn about core troubleshooting techniques with a focus on Windows 10 and 11 specific troubleshooting tools and approaches. You will learn how to identify a variety of technical problems and find their causes and how to resolve them. You will also learn how to apply these skills to unknown or new technical problems that you've never encountered before, helping you solve problems now and in the future.

This course is designed to help prepare students for the Enterprise Desktop Support Technician (EDST) Tier 1 role. This role requires not only technical knowledge but also communication and documentation skills. In this class you will get the essential skills necessary to perform all these tasks and excel in your role.

## Course Outline

- Introduction and Administration
- The Role of the Enterprise Desktop Support Technician
- The IT Support Organization
- Troubleshooting Methodologies
- User Communication
- Organizational Communication
- Core Windows Troubleshooting Principles
- Core Windows Troubleshooting Tools
- Understanding the Issue
- Identifying the Root Cause
- Deciding How to Handle the Issue
- Resolving the Issue
- Escalating or Collaborating on the Issue
- Conclusion and Next Steps

## Audience

This course is designed for students who are new to the Enterprise Desktop Support Technician (EDST) role and are expecting to provide Tier 1 support to users running Windows 10 or 11 devices in corporate environments. EDSTs focus on troubleshooting a broad range of technical issues with Windows, devices, cloud services, applications, networking, and hardware. Tier 1 EDSTs focus on the first touch portion of user support including assessment, triage, and basic root cause analysis and resolution.

This course serves as a prerequisite for WIN740: Advanced Windows Troubleshooting and Support. Students who have already completed WIN740 should not take this class.

## Prerequisites

Students must be familiar with Windows and PC hardware and software components in a corporate environment. Students must also have a basic understanding of computer networks and protocols. Prior troubleshooting experience is not required.

Before attending this course, students must have the following foundational certifications (or equivalent knowledge):

- CompTIA A+ Core Series
- CompTIA Network+

This course serves as a prerequisite for WIN740: Advanced Windows Troubleshooting and Support. Students who have already completed WIN740 should not take this class.

## What You Will Learn

After completing this course, students will be able to:

- Identify, select, and apply troubleshooting methodologies
- Analyze scenarios to determine the most likely root cause of an issue
- Document a troubleshooting event
- Select, use, and understand the most appropriate troubleshooting tools
- Distinguish between data gathering, root cause selection, and problem resolution tasks
- Communicate effectively with computer users and IT coworkers