Delmon Academy

Cisco Certified Support Technician (CCST) IT Support

The Cisco Certified Support Technician (CCST) IT Support certification validates essential skills and knowledge for starting a career in IT support roles such as help desk analyst, computer support specialist, or end-user support. It covers key topics including hardware, operating systems, networking, troubleshooting, and customer service. Learners also develop strong communication skills, including active listening and explaining technical concepts clearly to non-technical users.

Content outline:

- 1. IT Support Job Tasks and Responsibilities
- 2.Hardware Issues
- 3.Connectivity and Resource Access Issues
- 4.Operating System and Application Issues
- 5.Common Threats and Preventions
- 6.Job Tools

Assessment

Online exam, Total exam time is 50 Minutes. (Pass or Fail – Minimum (700/1000).

Certification

Upon successful completion, learners will receive Cisco Certified Support Technician (CCST) IT Support

Requirements

There are no specific recommended prior learning requirements for this qualification.



Total hours: 120

Certificate learning outcomes:

- 1.1. Define key help desk concepts.
- 1.2. Prepare documentation to summarize a customer interaction.
- 1.3. Describe the problem solving process.
- 2.1. Demonstrate how to follow basic safety procedures. –
- 2.2. Assist end users in using tools to locate information about their device.
- 2.3. Assist end users in locating, identifying, and understanding the characteristics of various ports and cables.
- 2.4. Identify, install and upgrade various components in a desktop computer.
- 2.5. Investigate commonly encountered hardware issues.
- 3.1. Assist users with establishing access to network-based resources.
- 3.2. Troubleshoot commonly encountered connectivity issues with peripherals.
- 3.3. Examine basic end-device connectivity to the network.
- 4.1. Assist users in resolving Windows operating system issues.
- 4.2. Assist users in resolving MacOS operating system issues.
- 4.3. Assist users in resolving mobile device issues.
- 4.4. Describe virtualization and cloud terminology.
- 4.5. Assist users in resolving common application issues.
- 5.1. Describe security threats to the end user, perform basic investigation, and escalate to the appropriate team.
- 5.2. Recognize how to avoid becoming a victim of social engineering attacks.
- 5.3. Recognize how company policies and confidentiality guidelines protect user data.
- 6.1. Use remote access software to connect to end user devices and perform remote support tasks.
- 6.2. Use appropriate troubleshooting tools to research an issue and update internal documentation with findings.

Qualification structure

To be awarded the Cisco Certified Support Technician (CCST) IT Support, learners are required to successfully pass the online exam.

Training Methodology

This includes lectures, tutorials and practical's, as well as supervised study in, for example, learning centers and workshops. Exam Tutorial Videos. Working in Groups- Methods of discussion- Cooperative learning style Internal and external training activities- Higher thinking skills. Great career path with a lot of practice questions, lab scenarios and real-life cybersecurity study case.