Delmon Academy



Cisco Certified Support Technician (CCST) Networking

The Cisco Certified Support Technician (CCST) Networking certification covers the core principles of how networks operate, including devices, media, and communication protocols. It builds a strong foundation for IT careers and serves as the first step toward the Cisco CCNA certification. Learners gain practical skills in troubleshooting, problem-solving, and technical support—preparing them for roles such as Network Support Technician, Help Desk Technician, or IT Support Specialist.

Content outline:

- 1. Standards and Concepts
- 2 .Addressing and Subnet Formats
- 3. Endpoints and Media Types
- 4. Endpoints and Media Types
- 5. Diagnosing Problems
- 6. Security

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) Networking.

Requirements

There are no specific recommended prior learning requirements for this qualification



Total hours: 120

Certificate learning outcomes:

- 1.1. Identify the fundamental conceptual building blocks of networks.
- 1.2. Differentiate between bandwidth and throughput.
- 1.3. Differentiate between LAN, WAN, MAN, CAN, PAN, and WLAN.
- 1.4. Compare and contrast cloud and on-premises applications and services.
- 1.5. Describe common network applications and protocols.
- 2.1. Compare and contrast private addresses and public addresses.
- 2.2. Identify IPv4 addresses and subnet formats.
- 2.3. Identify IPv6 addresses and prefix formats.
- 3.1. Identify cables and connectors commonly used in local area networks.
- 3.2. Differentiate between Wi-Fi, cellular, and wired network technologies.
- 3.3. Describe endpoint devices.
- 3.4. Demonstrate how to set up and check network connectivity on Windows, Linux, Mac OS, Android, and Apple iOS.
- 4.1. Identify the status lights on a Cisco device when given instruction by an engineer.
- 4.2. Use a network diagram provided by an engineer to attach the appropriate cables
- 4.3. Identify the various ports on network devices.
- 4.4. Explain basic routing concepts.
- 4.5. Explain basic switching concepts.
- 5.1. Demonstrate effective troubleshooting methodologies and help desk best practices, including ticketing, documentation, and information gathering.
- 5.2. Perform a packet capture with Wireshark and save it to a file.
- 5.3. Run basic diagnostic commands and interpret the results.
- 5.4. Differentiate between different ways to access and collect data about network devices.
- 5.5. Run basic show commands on a Cisco network device.
- 6.1. Describe how firewalls operate to filter traffic.
- 6.2. Describe foundational security concepts.
- 6.3. Configure basic wireless security on a home router (WPAx).

Qualification structure

To be awarded the Cisco Certified Support Technician (CCST) Networking, 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.