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

Table of Contents

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.
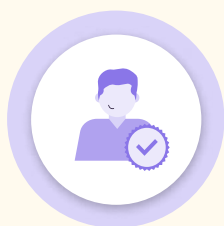
4

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

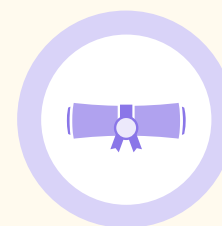Provide technical support to users to ensure seamless business operations.

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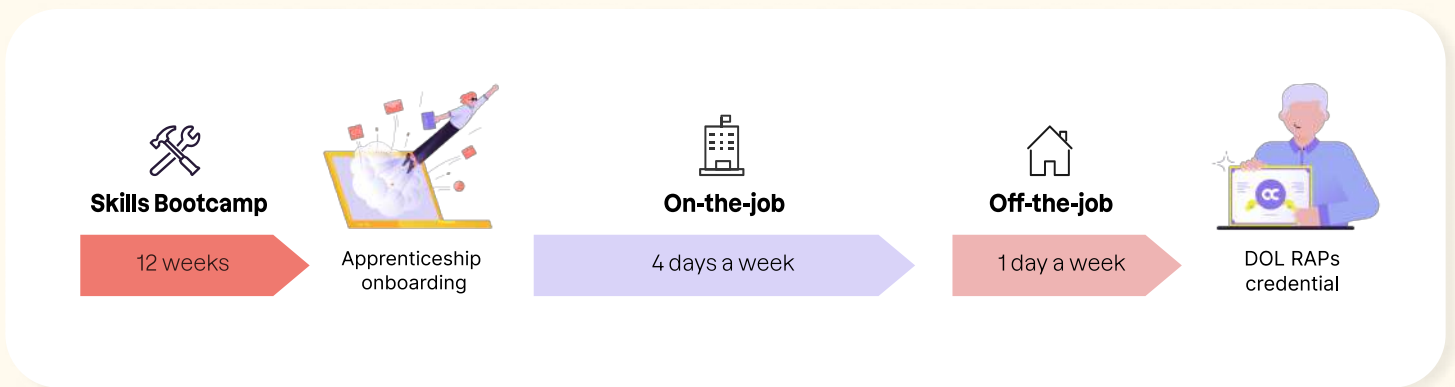
- High school diploma or equivalent.
- Must be over 18 years of age or older and have the right to work in the U.S.
- Fundamentals of computer literacy (high school level), basic experience in IT.

Tools, technologies and methodologies

zendesk

Windows 10

VirtualBox

vSphere

CISCO

PowerShell

aws

Windows firewall

Windows backup

Windows security

ITIL

Windows defender

OpenClassrooms apprenticeship programs: a win/win solution

Diversify and create a sustainable talent pipeline to fill your digital skills gaps. Start apprentices in an optional 3-month pre-apprenticeship Skills Bootcamp to ensure they are prepared with the necessary skills needed for their 12-month apprenticeship.

Skills Bootcamp

12 weeks

Apprenticeship onboarding

On-the-job

4 days a week

Off-the-job

1 day a week

DOL RAPs credential

Learn at the right pace

For four days per week the apprentice will be working on-the-job at your company and one day per week taking online project-based training with OpenClassrooms. You will both be supported by OpenClassrooms Success teams every step of the way.

1 day

4 days
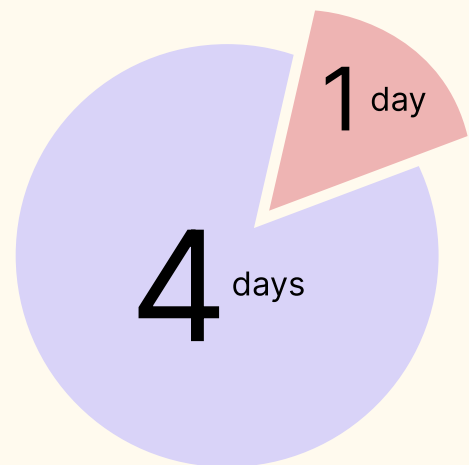
In your company. On-the-job

- Onboard apprentices whenever you want
- The apprentice works on company assignments
- You provide guidance to the apprentice

At OpenClassrooms. Off-the-job

- The apprentice learns the core skills required for the job
- Project-based learning that is 100% online
- The apprentice gets one-on-one sessions with a mentor

Skills Bootcamp

3 month pre-apprenticeship training

Pre-apprenticeship programs benefit both apprentices and employers by ensuring apprentices are prepared for on-the-job training from day one. The bootcamp consists of 3 - 4 projects, focused on core skills.

Skills Bootcamp

PROJECT 1

~ 25h

Install and Configure the Ideal Workstation for your Customer

Install a customized PC with software to the specifications for a customer's workstation.

TARGET SKILLS

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

EXPECTED DELIVERABLES

- Workstation specifications document
- Software checklist

RECOMMENDED COURSES

- Course #1 - Explore a Career as an IT Technician
- Course #2 - Assemble a Computer
- Course #3 - Develop a Service-Minded Attitude

PROJECT 2

~ 35h

Manage and Maintain a Windows 10 Computer for a Repair Company

Fix a defective machine remotely for a local bicycle rental company and complete the maintenance tasks on a Windows 10 computer.

TARGET SKILLS

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

EXPECTED DELIVERABLES

- Incident report concerning the defective customer workstation
- Updated client updates log
- Operating system documentation and accompanying screenshots

TOOLS, TECHNOLOGIES, AND METHODOLOGIES

vmware   VirtualBox

RECOMMENDED COURSES

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

Skills Bootcamp

PROJECT 3

~ 40h

Backup Procedures at an SME

Ensure IT security at a bank with automatic backup and internal documentation.

TARGET SKILLS

- Develop training materials and procedures

- Oversee the daily performance of computer systems

- Enter commands and observe system functions for errors

EXPECTED DELIVERABLES

- Updated internal documentation

- Edited backup PowerShell script

- Completed backup strategy

- FastBank change log

TOOLS, TECHNOLOGIES, AND METHODOLOGIES

Windows backup tools

PowerShell aws

VirtualBox

RECOMMENDED COURSES

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

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

zendesk

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

CISCO

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

Capgemini

amazon | career choice

ENEDIS
L'ELECTRICITE EN RESEAU

AXA

salesforce

pwc

MERCK

dentsu

HAVAS GROUP

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.

Ready to start your career?

Our team is ready to advise you on finding the perfect training program for you!

Contact us

OPENCLASSROOMS