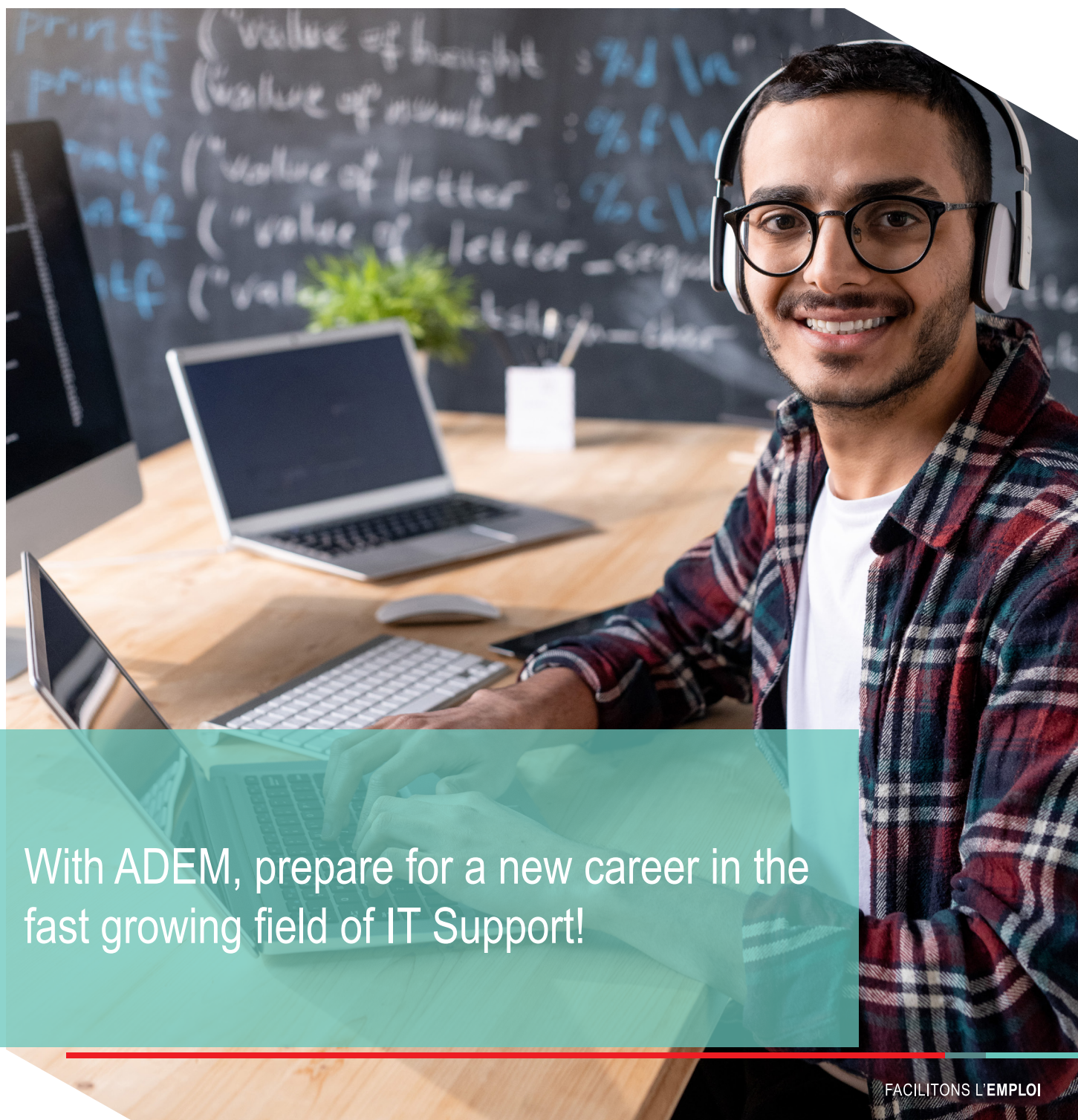


Training

« Google IT Support Professional Certificate »



With ADEM, prepare for a new career in the fast growing field of IT Support!

Google Career Certificate Courses are designed to prepare you for an entry-level role in occupational fields like IT support, data analytics, project management, UX design, IT Automation with Python, Digital Marketing & E-Commerce, Cybersecurity as well as Business Intelligence.

Training content

In the Google IT Support Professional Certificate program, you will learn the fundamentals of operating systems and networks, and how to troubleshoot problems using code so computers run correctly.

What you will learn ?

- Gain skills required to succeed in an entry-level job in IT support
- Learn to perform day-to-day IT support tasks including computer assembly, wireless networking installing programs and customer service
- Learn how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging
- Learn to use systems including Linux, Domain Name Systems, Command-Line Interface and Binary Code

This professional certificate (over 100 hours) comprises **5 courses:**

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Becoming a Power User
- System Administration and IT Infrastructure Services
- IT Security: Defense against the digital dark arts

Target group

Jobseekers registered with ADEM preparing to work as IT support, helpdesk operator...

Qualifications required

Diploma:




Superior Technician Certificates, for example: BTS computer science degree or relevant experience are required

Language skills:

Good knowledge of English (reading, speaking, writing)

Others:

- enjoying solving problems, learning new tools and helping others
- being available for an intensive online training, being flexible and used to fix and respect deadlines
- having access to a personal computer (either Mac, Windows, or Linux) and having advanced digital skills

 DURATION	6 months
 LOCATION	100% online course
 CONTACT	Interested? Please ask your personal ADEM counsellor or contact employeur-ict@adem.etat.lu

