

# MODERN IT SUPPORT LEARNING PATH NOTES

**Red:** Important for new IT Professionals (Everyone)

**Green:** It can be skipped or cover later (Everyone)

**Blue:** It will help with advance skills in other courses (Everyone)

**Note:** If you already took other introductory courses from different platforms, we recommend submitting a JSS career assessment to get a customized version of this document. [Get Help From a Career Counselor \(jobskillshare.org\)](#)



## IT Fundamentals v1.0 Part 1 Course



Course & lab Time: 20 hours

### Course Curriculum

focuses on the essential IT skills and knowledge needed to perform tasks commonly performed by IT Professionals, namely: Setting up a workstation, including conducting software installations; establishing network connectivity; identifying compatibility issues and identifying and preventing security risks; managing the safety and preventative maintenance of computers. IT Fundamentals v1.0 is an entry-level certificate aimed at those seeking to enter into the IT industry. No prior hands-on experience is required to use or complete this course.

- Transitioning to IT or Starting IT Career
- Understanding complex IT Infrastructure (VERY IMPORANT)
- How to mentally prepare yourself for technical learning (VERY IMPORANT)
- CORE IT LEARNING FOR IT PROFESSIONALS (VERY IMPORANT)
- Module 1: Operating System Types and Features
- Module 2: Implementing Different Boot Methods and Types of Operating System Installation
- Module 3: Disk Partitioning Methods and File Systems
- Module 4: Installing System Configuration Settings

- Module 5: Using Microsoft Command Line Tools
- Module 6: Using Microsoft Operating System Tools and Features
- Module 7: Using Microsoft Windows Control Panel Utilities
- Module 8: Application Software Installation and Configuration Methods
- Module 9: Features and Tools of Mac OS and Linux Desktop Operating System
- Module 10: Logical Security Concepts
- MODULE 11: USING MICROSOFT WINDOWS CONTROL PANEL'S USER RELATED UTILITIES
- MODULE 12: USING MICROSOFT WINDOWS CONTROL PANEL UTILITIES
- MODULE 13: IMPLEMENTING SECURITY BEST PRACTICES TO SECURE A WORKSTATION
- MODULE 14: USING DATA DESTRUCTION AND DISPOSAL METHODS
- MODULE 15: TROUBLESHOOTING MICROSOFT WINDOWS ISSUES
- MODULE 16: TROUBLESHOOTING PC SECURITY ISSUES
- MODULE 17: MALWARE REMOVAL BEST PRACTICES
- MODULE 18: IMPLEMENTING BASIC CHANGE MANAGEMENT BEST PRACTICES
- MODULE 19: IMPLEMENT BASIC DISASTER PREVENTION AND RECOVERY METHODS
- MODULE 20: BASICS OF SCRIPTING
- MODULE 21: WORKING WITH REMOTE ACCESS TECHNOLOGIES
- MODULE 22: DOCUMENTATION AND LICENCES BEST PRACTICES
- MODULE 23: USING PROPER COMMUNICATION TECHNIQUES AND PROFESSIONALISM
- MODULE 24: USING SYSTEM RESTORE
- MODULE 25: WORKING WITH BITLOCKER
- MODULE 26: WI-FI SECURITY PROTOCOLS AND AUTHENTICATION METHODS
- MODULE 27: WORKING WITH TOOLS AND METHODS OF MALWARE PREVENTION, DETECTION AND REMOVAL
- MODULE 28: MICROSOFT WINDOWS OS SECURITY SETTINGS
- Project for Certificate
- Benefit of getting course certificate
- 100+ Videos for Technical Lab Scenarios' (Plus and Premium Members)



## IT Fundamentals v1.0 Part 2 Course



### Course & lab Time: 12 hours

The CompTIA IT Fundamentals (FC0-U61) exam focuses on the essential IT skills and knowledge needed to perform tasks commonly performed by IT professionals.

By completing the lab tasks, you will improve your practical skills such as installing software, establishing basic network connectivity, gain knowledge around security risks and troubleshooting.

These same tasks will help you understand the objectives and competencies required for CompTIA IT Fundamentals (FC0-U61) certification exams.

CompTIA IT Fundamentals (FC0-U61) is an entry-level certificate aimed at those seeking to enter into the IT industry. This Practice Lab focuses on the practical aspects of the CompTIA IT Fundamentals (FC0-U61) exam objectives. It is therefore advised to refer to your own course materials to gain a deeper understanding of any theoretical aspects of the exam objectives.

No prior hands-on experience is required to use or complete this Practice Lab, however we have assumed that you are familiar with basic networking concepts and technologies.

### Course Curriculum

- Module 1: Manage Operating System Tools
- Module 2: Installing Windows
- Module 3: Run Linux from a Live CD
- Module 4: Configure Mobile Devices
- Module 5: Manage File System Security
- Module 6: Configure Network-based Anti-Malware
- Module 7: Manage Operating System Updates
- Module 8: Password Policies
- Module 9: Multifactor Authentication and Run As

- Module 10: Manage Backup and Restore
- Module 11: Working with Basic HTML Tags
- Module 12: Working with Primitive Data Types in Javascript
- Module 13: Working with Primitive Data Types in Python
- Module 14: Converting Data Types in Python
- Module 15: Core Database Concepts
- Module 16: Data Storage
- Module 17: Modify Data
- Module 18: Administering Databases
- Module 19: Social Engineering Reconnaissance
- Module 20: Install Productivity Software
- Module 21: Working with Business Software - Desktop Publishing and PDF Creator
- Module 22: Manage Application Delivery Methods
- Module 23: Troubleshoot Network Connectivity Issues
- Module 24: Troubleshoot Windows Operating System Errors
- Module 25: Manage Web Browser Settings Part 1
- Module 26: Manage Web Browser Settings Part 2
- Module 27: Managing Units of Measure - Disks, Network Throughput and Processor
- Module 28: Implement Device Security with Anti-Malware Apps
- Module 29: Implement Device Security with Host-Based Firewall and Password Policy
- Module 30: Implement Device Security with Signed Software, Trusted Sites and Application Control



## Help Desk Technical Skills v1.0 Course



### Course & lab Time: 35 hours

This course is a study of Help administration and real-world skills, including how to manage system resources (users, group users, and system storage). By the completion of this course, you will be able to configure, secure, manage users, and apply user- and host-based security. You will participate in Project labs and evaluate system administration concepts as they apply to real-world scenarios.

#### Course Curriculum

- Course Introduction
- Core IT learning for IT professionals
- Virtualization Training for Entry Level Help Desk
- Real-World IT Learning
- Active Directory Skills for IT Support
- Office 365 Skills for IT Support
- Windows Management Skills for IT Support
- Common Troubleshooting Level 1,2
- Power & Advance tools for IT Professionals



## Modern Desktop Administrator Associate MD-100



### Course & lab Time: 23 hours

In this course, you will develop your knowledge in the following areas:

- Installing, upgrading and migrating to Windows 10
- Managing Windows 10 updates
- Implementing storage
- Networking and other applications in Windows 10
- Manage identity, permissions, and threat protection in Windows 10
- Support and troubleshoot the Windows 10 environment.

### Course Curriculum

- Course Introduction
- MD-100: Windows 10 | Lecture and Demo
- MD-100: Windows 10 Installation and Deployment | Lecture and Demo
- MD-100: Windows Updates | Lecture and Demo
- MD-100: User Interface and Options | Lecture and Demo
- MD-100: Devices | Lecture and Demo
- MD-100 Windows Apps, Web Browsers and Features | Lecture and Demo
- MD-100: User Account Management | Lecture and Demo
- MD-100: Understanding Network Settings and Tools | Lecture and Demo
- MD-100: Remote Network Features Lecture and Demo
- MD-100: Storage Configuration and Management | Lecture and Demo
- MD-100: Windows Tools | Lecture and Demo
- MD-100: Windows Tools | File Features and Demo
- MD-100 Shared Folders and OneDrive | Lecture and Demo
- MD-100: Malware and Antivirus Protection | Lecture and Demo

- MD-100: Understanding Hardware and System Drivers | Lecture and Demo
- Module 1: Install Windows 10 Language Pack
- Module 2: Migrate User Data
- Module 3: Install Windows 10 with WDS
- Module 4: Upgrade to Windows 10 using MDT
- Module 5: Windows Images with Windows Assessment and Deployment Kit
- Module 6: Configure Microsoft Edge and Internet Explorer
- Module 7: Manage Windows Desktop
- Module 8: Manage Devices and Printers
- Module 9: Administer Users and Groups
- Module 10: Manage File System Security
- Module 11: Implement Local Policy and Domain Group Policy
- Module 12: Manage Windows Registry
- Module 13: Manage User Account Control Settings
- Module 14: Secure Windows 10 with Windows Defender Firewall
- Module 15: Configure Connection Security Rules in Windows Defender Firewall
- Module 16: Implement Encrypting File System
- Module 17: Configure Windows 10 VPN Client Part 1
- Module 18: Configure Windows 10 VPN Client Part 2
- Module 19: Configure Windows 10 VPN Client Part 3
- Module 20: Configure Windows 10 VPN Client Part 4
- Module 21: Configure Windows 10 Remote Administration
- Module 22: Implement Windows PowerShell Remoting and Remote Assistance
- Module 23: Manage Windows 10 Backup and Restore
- Module 24: Manage Windows 10 Recovery and Startup Issues
- Module 25: Manage Windows Updates
- Module 26: Configure and Analyze Windows Event Logs
- Module 27: Collect Windows 10 System Performance Metrics
- Module 28: Manage Remote Desktop Access



## Modern Desktop Administrator Associate MD-101



### Course & lab Time: 10 hours

MD-101 Managing Modern Desktops Practice Lab. After completion of this title, you will have gained hands-on experience in managing and protecting modern desktops and applications in a corporate environment. The managing and protection of desktops can be done by applying policies using an on-premises or a cloud infrastructure, for example, Microsoft 365.

The title requires an active Microsoft 365 subscription. This subscription will be needed to complete specific tasks in the title. A free 30-day trial account can be created by browsing to the following url:

<https://www.microsoft.com/en-us/microsoft-365/business/office-365-enterprise-e5-business-software?activetab=pivot%3aoverviewtab>

### Course Curriculum

- Course Introduction
- Module 1: Manage Windows 10 Deployment Methods
- Module 2: Deploy Windows 10 with Windows Autopilot
- Module 3: Implement Windows 10 Provisioning Package
- Module 4: Upgrade Devices to Windows 10 - Part One
- Module 5: Upgrade Devices to Windows 10 - Part Two
- Module 6: Migrate User Profiles
- Module 7: Manage Windows Updates - Part One
- Module 8: Manage Windows Updates - Part Two
- Module 9: Manage Windows Updates - Part Three
- Module 10: Manage Device Authentication
- Module 11: Manage User Profiles
- Module 12: Manage User Profiles with Folder Redirection and OneDrive
- Module 13: Configure Device Compliance
- Module 14: Implement Conditional Access
- Module 15: Deploy Applications - Part One

- Module 16: Deploy Applications - Part Two
- Module 17: Deploy Applications Part Three
- Module 18: Implement App Protection Policy
- Module 19: Manage Microsoft Defender - Part One
- Module 20: Manage Microsoft Defender - Part Two
- Module 21: Manage Intune Device Enrollment and Inventory (Fixing this Module)
- Module 22: Manage Device Report and Enrollment
- Module 23: Implement Device Profiles
- Module 24: Implement Azure Information Protection
- Module 25: Deploy Kiosk Computer and Implement App Sideloads
- Module 26: Implement Windows Information Protection
- Module 27: Implement Co-Management (Fixing this Module)
- Module 28: Migrate GPOs to MDM
- Module 29: Manage Authentication Policy

## JOBKILLSHARE RESUME TEMPLATE ([Download](#))

- Learn skills before using templates
- Check template for mistakes
- Add JSS or other IT courses and certifications
- You don't have to complete any certification or courses to apply for entry-level jobs
- You can add In-Progress for courses or certifications you are currently taking
- Add home lab practice or JSS hands-on practice labs
- Review your resume in the discord community
- Don't add advanced skills if you have not finished learning
- Don't change templates quickly, try 50+ applications before moving to next template
- Please don't give up some of our members have to apply 200+ applications before landing jobs.

## Interview Preparation

### Master this question

Tell me about yourself?

[Watch Video](#)

### Technical Questions

Short Tech Questions

[Watch Playlist](#)

### Mock Interviews

Learn from practice

[Watch Playlist](#)

## Soft-Skills Preparation

Session 1 - Soft-Skills

Session 2 - Soft-skills

Session 3 - Soft-Skills

Session 4 - Soft-Skills

Session 5 - Soft-Skills

Session 6 - Soft-Skills

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