

# Google IT Support Professional Certificate

Approximately 6 months to complete  
Suggested pace of 10 hours/week

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

## *Skills Gained include:*

- Customer service
- Troubleshooting
- Network protocols
- Cloud computing
- Windows operating system
- Linux command line
- Systems administration
- Encryption algorithms and techniques

## *Jobs Considered:*

Computer Support Specialist, Network / Systems Support Specialist, IT Manager, IT Administrator, Network Administrator, Help Desk Technician, Network Support Technician, IT Operations/Networking Manager, Technical Support Engineer/Analyst, Systems Analyst, Database Administrator, IT Technician, & Computer Specialist.

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In this 5 course program, you'll learn in-demand skills that prepare you for an entry-level job in IT support. You'll hear from Google employees whose foundations in IT support, served as launchpads for their own careers. By dedicating under 10 hours per week, you can complete the certificate in less than 6 months.

This program also prepares you for the CompTIA A+ exams, the industry standard certification for IT—you'll earn a dual credential when you complete both.

This program includes over 100 hours of instruction and hundreds of practice-based assessments, which will help you simulate real-world IT support scenarios that are critical for success in the workplace. The content is highly interactive and exclusively developed by Google employees with decades of experience in IT.

Through a mix of videos, assessments, and hands-on labs, you'll be introduced to troubleshooting, customer service, networking, operating systems, system administration, and security — foundational IT skills required for an entry-level job.

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## *Syllabus*

	Course Title	Hours	Learning Weeks
1	Technical Support Fundamentals	24	<ol style="list-style-type: none"> <li>1. Introduction to IT</li> <li>2. Hardware</li> <li>3. Operating System</li> <li>4. Networking</li> <li>5. Software</li> <li>6. Troubleshooting</li> </ol>
2	The Bits and Bytes of Computer Networking	34	<ol style="list-style-type: none"> <li>1. Introduction to Networking</li> <li>2. The Network Layer</li> <li>3. The Transport and Application Layers</li> <li>4. Networking Services</li> <li>5. Connecting to the Internet</li> <li>6. Troubleshooting and the Future of Networking</li> </ol>
3	Operating Systems and You: Becoming a Power User	24	<ol style="list-style-type: none"> <li>1. Navigating the System</li> <li>2. Users and Permissions</li> <li>3. Package and Software Management</li> <li>4. Filesystems</li> <li>5. Process Management</li> <li>6. Operating Systems in Practice</li> </ol>
4	System Administration and IT Infrastructure Services	31	<ol style="list-style-type: none"> <li>1. What is System Administration?</li> <li>2. Network and Infrastructure Services</li> <li>3. Software and Platform Services</li> <li>4. Directory Services</li> <li>5. Data Recovery &amp; Backups</li> <li>6. Final Project</li> </ol>
5	IT Security: Defense against the digital dark arts	29	<ol style="list-style-type: none"> <li>1. Understanding Security Threats</li> <li>2. Pencil and Paper (Cryptography)</li> <li>3. AAA Security (Not Roadside Assistance)</li> <li>4. Securing Your Networks</li> <li>5. Defense in Depth</li> <li>6. Creating a Company Culture for Security</li> </ol>