



**INCO ACADEMY
WORK IN TECH**

PROGRAM DETAILS

Professional Certificate: **Google IT Support**



IT Support Professional Certificate

Whether you've been tinkering with computers or are completely new to the field, the Google IT Support Professional Certificate program is your ticket to a rewarding career in IT.

This five-course certificate, developed by top Google engineers, includes industry-relevant curriculum designed to prepare you for an entry-level role in IT support either at small shops or at a global companies. By dedicating 5.5 hours a week to the courses, you can get your Certificate in 3-6 months. No need to spend more time than needed on concepts you already know—with our flexible program structure, you can speed straight ahead to the graded assessments for concepts you already know.

Course 1

Technical Support Fundamentals

In this course, learners will be introduced to the world of Information Technology, or IT. The curriculum will go through the different facets of IT, including computer hardware, the Internet, computer software, troubleshooting, and customer service.

Course 2

The Bits and Bytes of Computer Network

This course is designed to provide a full overview of computer networking. Learners will cover everything from the fundamentals of modern networking technologies and protocols to an overview of the cloud to practical applications and network troubleshooting.

Course 3

Operating Systems and You: Becoming a Power User

In this course — through a combination of video lectures, demonstrations, and hands-on practice — learners will learn about the main components of an operating system and how to perform critical tasks like managing software and users, and configuring hardware.

Course 4

System Administration and IT Infrastructure Services

Learners will learn about the infrastructure services that keep all organizations up and running. Learners will also learn how to manage and configure servers and how to use industry tools to manage computers, user information, and user productivity. Finally, they will learn how to recover organizations' IT infrastructure in the event of a disaster.

Course 5

IT Security: Defense against the digital dark art

This course covers a wide variety of IT security concepts, tools, and best practices. The course is rounded out by putting different concepts together into a multi-layered, in-depth security architecture, followed by recommendations on how to integrate a culture of security into organizations or teams.

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For beginners with basic tech skills



20 weeks



5.5 Hours / weeks



64 Hours of Video



176 Assignments



26 Interactive labs



31 Coding assignments