

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank[®] Learning publications to make the learning fun and engaging
- Hands-on Cisco labs every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced Cisco-certified engineers
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank[®] Learning delivers this course as a **five-day instructor-led training camp, Monday to Friday**. About 70% lecture and 30% hands-on work and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No prerequisites
- Basic computer skills

TARGET AUDIENCE

- Students and career changers starting in IT
- Help desk and desktop support technicians
- High school and college IT programs
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	100-140 CCST IT Support
Exam fee	\$125 USD per attempt, set by Cisco
Format	Multiple choice and other types, 50 minutes
Passing	Not published by Cisco
Delivery	Pearson VUE test center or online proctored (OnVUE); we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank[®] Learning is offering a unique five-day training camp comprised of five days of instructor-led learning that gives students the knowledge and skills needed to work an IT help desk: the support job and ticketing, hardware troubleshooting, connectivity and resource access, Windows, macOS and mobile issues, common threats, and the remote support tools technicians use.

CCST IT Support is Cisco's entry-level certification for help desk and end-user support technicians, with no prerequisites.

This course prepares you for the **100-140 CCST IT Support** exam.

WHAT YOU WILL BE ABLE TO DO

- Work a help desk queue to SLAs and document every interaction
- Troubleshoot desktop hardware, ports, cables and peripherals
- Fix connectivity, DNS, DHCP and account access problems
- Support Windows, macOS, iOS and Android users
- Spot phishing, malware and social engineering

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- IT Support Job Tasks and Responsibilities
- Hardware Issues
- Connectivity and Resource Access Issues
- Operating System and Application Issues
- Common Threats and Preventions
- Job Tools

EXCLUSIVE LEARNING PACKAGE

- thinQtank[®] Learning Accelerated Custom Exam Study Guide for the CCST IT Support exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

CISCO CERTIFICATION PATH

CCST IT Support

100-140 - help desk and end-user support

CCST Networking / Cybersecurity

100-150 / 100-160

CCNA

200-301 - the associate certification

COURSE MODULES

01 IT Support Job Tasks and Responsibilities

- › Topic A: Help desk queue/time management, ticketing, SLAs, KPIs
- › Topic B: Documenting customer interactions
- › Topic C: Problem-solving process

02 Hardware Issues

- › Topic A: Electrical/ESD/fire safety
- › Topic B: Ports and cables (video, USB, RJ-45, Thunderbolt)
- › Topic C: Installing/upgrading desktop components, e-waste
- › Topic D: Hardware compatibility and firmware updates

03 Connectivity and Resource Access Issues

- › Topic A: Directory services, MFA, shared drives, group policy
- › Topic B: Peripheral troubleshooting (printers, webcams, storage)
- › Topic C: Basic network connectivity: DNS, DHCP, APIPA, IPv6, SSIDs

04 Operating System and Application Issues

- › Topic A: Windows: BitLocker, updates, Task Manager, safe mode
- › Topic B: MacOS: permissions, Activity Monitor, backup
- › Topic C: IOS/Android basics and MDM
- › Topic D: Virtualization and cloud terminology

05 Common Threats and Preventions

- › Topic A: Phishing, malware, spam, spoofing
- › Topic B: Social engineering awareness
- › Topic C: Data confidentiality, PII and company policy

06 Job Tools

- › Topic A: Remote access tools (RDP, Webex, TeamViewer, VNC)
- › Topic B: Research tools: AI uses/limits/risks, knowledge bases, forums

TERMS

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