



## Information Technology

### Helpdesk/Desktop Support



Helpdesk and desktop support involves helping a company's users with the technology and equipment needed to do their jobs. This training prepares you to work with IT teams to troubleshoot hardware and software issues.

### Skills Gained

Through Year Up's training, you will:

- Learn the components of a personal computer and ways to approach technical problems
- Understand the functions and types of operating systems
- Practice installing, upgrading, configuring, and troubleshooting hardware and operating systems
- Practice effective communication and listening skills to meet customer needs in difficult situations

### What to Expect

In a helpdesk support internship, students typically respond to user questions and problems remotely, either over the phone or via email. Students in desktop support roles also help users, but are usually on-site fixing issues in person.

### Sample Job Titles

With Year Up's training, you could earn one of the following positions:

- Helpdesk Support Analyst
- Desktop Support Analyst
- Applications Support Analyst

### Internship Companies Include



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