



**TECKYGUYS
ACADEMY**

IT SUPPORT & TECHNICAL SERVICES

PATHWAY GUIDE

PREPARED BY: CHROME TECH LLC

2026 EDITION

A practical pathway for beginners, career changers, working professionals and experienced technicians.



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ABOUT THIS GUIDE

Welcome to the IT Support & Technical Services Pathway

This standalone guide explains the curriculum, practical laboratories, service-desk simulations, assessments, awards and career preparation across all three levels of the TeckyGuys Academy IT Support Pathway.

What this guide covers

- Level 1 — IT Support Foundations
- Level 2 — IT Support Specialist
- Level 3 — Advanced Systems & Enterprise Support (planned advanced delivery)
- Required Cisco Networking Academy learning for Levels 1 and 2
- TeckyGuys hardware, operating-system, help-desk and enterprise-support practice
- Assessments, evidence, awards, certification direction and career opportunities

What this guide does not replace

- The TeckyGuys Academy Catalog and Student Handbook
- The student's written enrollment agreement and program offer
- Current Cisco course or CCST IT Support examination requirements
- Employer-specific experience, screening or work-authorization requirements

IMPORTANT: Course access, schedules, included services, examination vouchers and Level 3 availability must be confirmed in writing for the applicable enrollment period.

NAVIGATION

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SECTION 1

Pathway Overview

Preparing students to support users, devices, applications, accounts and workplace technology.

The pathway combines Cisco Networking Academy courses with TeckyGuys instructor guidance, practical laboratories, help-desk and field-support simulations, technical documentation, assessments and professional development.

1.1. Who this pathway is for

- Beginners entering information technology
- Career changers seeking practical technical skills
- Help-desk, service-desk and desktop-support candidates
- Field-service, device-deployment and computer-repair technicians
- Data center support and small-business IT personnel
- Students preparing for the separate CCST IT Support examination
- Professionals progressing toward networking, cybersecurity, cloud or systems administration

1.2. Training approach

Cisco courses provide the structured academic foundation for Levels 1 and 2. TeckyGuys adds supervised practice, service simulations, assessment and career preparation so students learn to apply technical knowledge responsibly.

AUTHORIZED SUPPORT : Students may use only assigned devices, accounts, data and support tools. Training does not authorize access to another person's device, account or information.

SECTION 2

Pathway Learning Outcomes

Domain	Student capability
Hardware	Identify components, apply safety controls, connect peripherals and support approved repairs or upgrades.
Operating systems	Configure approved systems, users, applications, drivers, updates, files and recovery options.
Troubleshooting	Gather evidence, isolate probable causes, apply authorized actions and verify service restoration.
Connectivity	Review IP settings and test wired, wireless, DNS, gateway and internet connectivity.
User support	Interview users, explain actions clearly, manage expectations and provide respectful service.
Service desk	Classify, prioritize, document, escalate and close support requests according to procedure.
Security	Protect credentials and data, recognize common threats and follow endpoint-security requirements.
Professional practice	Maintain accurate records, respect scope and demonstrate reliability and sound judgment.
PROGRESSIVE DEPTH Technical complexity and independence increase at each level. Completing a lower level does not substitute for the advanced curriculum, laboratories or assessment.	

SECTION 3

Three-Level Architecture and Entry Requirements

Level	Entry position	Primary outcome
Level 1	Open to beginners; basic computer literacy is recommended.	Hardware and operating-system support foundations.
Level 2	Level 1 or approved equivalent knowledge and practical readiness.	Professional help-desk, desktop and field-support preparation.
Level 3	Level 2, an approved entry-level certification, or equivalent demonstrated ability.	Tier 2, endpoint, cloud-service and junior systems-support preparation.

3.1. Direct-entry review

Applicants requesting direct entry may be evaluated through education, certifications, work history, technical discussion and a TeckyGuys readiness assessment. TeckyGuys approves the final placement.

3.2. Curriculum authority

- Levels 1 and 2 use the published Cisco Networking Academy curriculum or an approved current equivalent.
- TeckyGuys provides laboratories, simulations, documentation, feedback and assessment.
- Level 3 is a planned TeckyGuys advanced practical program and does not claim additional Cisco courses unless they are expressly identified before enrollment.

LEVEL 3 STATUS : Enrollment opens only after qualified instructors, laboratory access, software, licensing and supervision procedures are confirmed.

LEVEL 1

3.3. IT Support Foundations

Computer hardware, operating-system basics, safe work and structured first-line troubleshooting.

Level 1 introduces the devices, operating systems and practical habits required for entry into IT support. Previous support experience is not required.

3.3.1. Required Cisco courses

Course	Purpose
Computer Hardware Basics	Understand computer components, connections, compatibility, maintenance, safety and basic troubleshooting.
Operating Systems Basics	Understand system functions, files, users, applications, settings, updates, security and recovery.

3.3.2. Level 1 performance outcomes

- Identify common desktop and laptop components
- Apply electrical and electrostatic-discharge safety
- Connect peripherals and review boot or firmware information
- Complete approved operating-system and application tasks
- Recognize basic hardware and software faults
- Document the request, action and verified result

FOUNDATION AWARD : Eligible completers receive applicable Cisco course recognition and the TeckyGuys Academy IT Support Foundations Award.

3.3.3. Computer Hardware Basics

Students build foundational knowledge of computer equipment and learn to work with components safely and methodically.

Core knowledge and skills

- Desktop and laptop components
- Motherboards, processors, memory and storage
- Power supplies and peripherals
- Ports, cables and adapters
- Mobile-device hardware
- Compatibility and component replacement
- Preventive maintenance
- Electrical and ESD safety
- Basic hardware troubleshooting
- Responsible handling and disposal of electronic equipment

Applied learning

- Identify components in an approved computer
- Match ports, cables and peripherals
- Inspect memory and storage
- Use appropriate tools and ESD controls
- Record hardware condition and completed work

3.3.4. Operating Systems Basics

Students learn how operating systems manage hardware, users, files, applications and system resources.

Core knowledge and skills

- Desktop and mobile operating systems
- Files, folders and storage
- Applications and processes
- User accounts and permissions

- System and device configuration
- Software installation and removal
- Updates and patches
- Basic security settings
- Backup and recovery concepts
- Command-line fundamentals
- Common operating-system problems

Applied learning

- Review system information
- Create and manage an approved local user
- Install or remove approved software
- Apply approved updates and drivers
- Organize files and review storage
- Use basic command-line utilities

3.4. LEVEL 1: PRACTICAL TRAINING

3.4.1. Hardware, Safety and Device Laboratories

Laboratory	Required evidence
Safe inspection	Safety checklist, device identification and visible-condition notes.
Component identification	Labeled component record and explanation of each component's purpose.
Memory or storage task	Compatibility check, approved installation steps and verification.
Ports and peripherals	Correct cable or adapter selection and confirmed device operation.
Preventive maintenance	Cleaning and inspection record completed under supervision.
BIOS/UEFI review	Recorded system, boot-device and configuration observations; no unauthorized changes.

3.4.2. Laboratory controls

- Use only assigned equipment and approved tools
- Disconnect power and follow instructor direction
- Apply ESD controls before handling internal components
- Do not force connectors or install unapproved parts
- Report damage, heat, odor, battery swelling or electrical concerns immediately

DELIVERY OPTIONS : Activities may use physical computers, approved virtual machines or simulations according to equipment availability and the learning objective.

3.4.3. Operating-System and Troubleshooting Laboratories

Laboratory	Student activity
System setup	Review system information, time, region, storage, devices and approved settings.
Users and files	Create an approved local account and organize files using stated permissions.
Applications	Install, test and remove approved software while recording changes.
Drivers and updates	Review status and apply only the assigned driver or update action.
Command line	Use basic commands to identify the system, network configuration, files or processes.
Basic incident	Investigate a simulated startup, device, application or performance problem.

3.4.4. Troubleshooting method

- Confirm the request and symptoms.
- Protect the user, device and data.
- Gather system information and reproduce the issue when safe.
- Identify the most probable cause.
- Apply the approved corrective action.
- Verify operation and document the result.

3.5. LEVEL 1: ASSESSMENT

3.5.1. Foundational IT Support Practical

The student responds to an assigned computer-support request and demonstrates safe, structured work from intake through verification.

Assessment stage	Observable requirement
Prepare	Review the request, select tools and apply required safety procedures.
Inspect	Identify the device and major components; note visible problems.
Configure	Connect required peripherals and review operating-system configuration.
Troubleshoot	Identify a simulated hardware or software fault and complete an approved action.
Verify	Confirm that the computer and affected service operate correctly.
Document	Record the problem, evidence, action and result; explain the completed work.

Completion requirements

- Complete both required Cisco courses
- Complete the required TeckyGuys laboratories
- Pass the practical assessment
- Meet attendance, participation, safety, conduct and integrity requirements
- Resolve applicable academic and administrative requirements

CERTIFICATION DISTINCTION: Level 1 is foundational training. It does not automatically grant CCST IT Support, CompTIA A+ or another professional certification.

LEVEL 2

3.6. IT Support Specialist

Professional user support, service-desk operations, connectivity, security and workplace troubleshooting.

Level 2 progresses from understanding individual computers to supporting users and devices within an organizational environment.

3.6.1. Required Cisco courses

Course	Purpose
IT Support Essentials	Develop help-desk, hardware, operating-system, application, mobile, peripheral and remote-support skills.
Security and Connectivity Support	Develop network, account, endpoint-security, backup, recovery and escalation capability.

3.6.2. Target performance

- Manage support requests using a structured workflow
- Interview users and establish impact and priority
- Troubleshoot hardware, Windows, applications and peripherals
- Test wired, wireless and service connectivity
- Protect accounts, data and endpoints
- Document, escalate, hand over and close work professionally

CERTIFICATION DIRECTION: Level 2 supports preparation for the separate Cisco Certified Support Technician (CCST) IT Support examination.

3.6.3. IT Support Essentials

Students develop the technical, service and communication practices used by professional support teams.

Core knowledge and skills

- Role and responsibilities of an IT support professional
- Help-desk and service-desk operations
- Support request, queue and time management
- Working with end users
- Hardware and operating-system support
- Application, mobile-device and peripheral support
- Basic account administration
- Remote-support fundamentals
- Troubleshooting methodology
- Documentation and escalation
- Professional communication and customer service

Applied learning

- Conduct a structured user interview
- Review and prioritize a support ticket
- Troubleshoot an assigned device or application
- Prepare ticket notes and an escalation
- Explain a solution to a nontechnical user

3.6.4. Security and Connectivity Support

Students learn to support common connectivity and endpoint-security needs without exceeding assigned authority.

Core knowledge and skills

- Wired and wireless connectivity
- Basic network configuration and IP-addressing awareness
- Internet and application connectivity
- Connectivity-testing tools
- Accounts, passwords and authentication
- Endpoint-security fundamentals
- Malware and phishing awareness
- Updates and patching
- Data protection, backup and recovery
- Secure remote support
- Security documentation and escalation

Applied learning

- Review IP configuration
- Test gateway, DNS and internet reachability
- Recognize a suspicious email or endpoint alert
- Complete an approved password-support workflow
- Document and escalate a simulated security concern

COURSE NOTE : If Cisco updates a course title or restructures the career path, TeckyGuys may use the approved current equivalent while preserving the published learning outcomes.

3.7. LEVEL 2: PRACTICAL TRAINING

3.7.1. Endpoint and Application Support

Practice area	Representative activities
Hardware and startup	Run approved diagnostics; investigate startup, performance and peripheral problems.

Practice area	Representative activities
Windows support	Review settings, services, updates, applications, users and common error conditions.
Business applications	Install, update, test and support approved software.
Printers and accessories	Configure devices, review queues and support monitors, docks and peripherals.
User data	Complete approved backup, restore or migration activities.
Remote support	Use controlled tools with consent, assigned access and complete documentation.

Evidence expectations

- Ticket or work-order record
- Diagnostic observations and commands used
- Changes completed and approval basis
- Verification with the affected user or test procedure
- Escalation or follow-up requirements

3.7.2. Connectivity, Accounts and Security Support

Scenario	Expected support action
No wired or wireless access	Check physical state, adapter, IP configuration and approved connection settings.
Service unavailable	Test gateway, DNS and internet reachability; distinguish device, network and service causes.

Scenario	Expected support action
Account access issue	Confirm identity, follow the approved reset or lockout workflow and record the action.
Suspicious message	Avoid unsafe interaction, preserve relevant information and follow escalation procedure.
Endpoint alert	Follow the assigned containment or escalation steps without exceeding authority.
Remote-access issue	Validate connectivity and approved client settings; protect credentials and user data.
SECURITY BOUNDARY Support access is purpose-specific and temporary. A technician must never use a user's credentials, browse unrelated information or make unapproved security changes.	

3.8. LEVEL 2: SIMULATION

3.8.1. Help-Desk and Service-Desk Operations

Students work individually or in an assigned team to manage a realistic queue of simulated user requests.

Required workflow

- Receive the request through an approved channel.
- Confirm the user, contact information, device and affected service.
- Classify the request and establish impact, urgency and priority.
- Ask focused diagnostic questions and review available information.
- Perform approved troubleshooting or escalate appropriately.
- Confirm service restoration with the user.

- Record accurate notes, prepare any handover and close according to procedure.

Performance dimensions

Technical	Service and operational
Troubleshooting; hardware; operating systems; applications; connectivity; security awareness	Customer service; time and queue management; documentation; teamwork; escalation; communication
SERVICE MINDSET A technically correct answer is incomplete if the technician does not protect the user, communicate clearly and maintain an accurate service record.	

3.9. LEVEL 2: ASSESSMENT

3.9.1. IT Support Specialist Capstone

The student responds to a simulated workplace-support scenario involving multiple users, devices or technical problems.

Capstone phase	Required performance
Triage	Review the environment and prioritize assigned incidents.
Engage	Gather information from affected users and confirm impact.
Diagnose	Investigate hardware, operating-system, application and connectivity causes.
Resolve	Apply approved actions and protect systems and information.

Capstone phase	Required performance
Escalate	Recognize work outside assigned authority and provide useful evidence.
Close	Verify each service, complete ticket and asset records, and present a technical summary.

Evaluation areas

- Incident prioritization and troubleshooting method
- Hardware, operating-system, application and connectivity support
- Security awareness and escalation judgment
- Customer service, documentation and communication
- Professional conduct and respect for assigned authority

3.10. LEVEL 2 • COMPLETION

3.10.1. Requirements, Recognition and Progression

Completion requirements

- Complete both required Cisco courses
- Complete the TeckyGuys practical laboratories
- Complete the help-desk simulation
- Pass the Level 2 capstone
- Meet attendance, participation, privacy, conduct and academic-integrity requirements
- Resolve applicable academic and administrative requirements

Eligible recognition

- Applicable Cisco Networking Academy course-completion certificates
- Applicable Cisco digital badges
- TeckyGuys Academy IT Support Specialist Award

Progression options

- Prepare for the separate CCST IT Support examination
- Pursue entry-level help-desk, desktop, field and operations-support roles
- Apply for Level 3 when activated
- Progress into Networking, Cybersecurity, Cloud, Data Center or Systems Administration training

NO AUTOMATIC CERTIFICATION Completing Level 2 does not automatically grant CCST IT Support, CompTIA A+ or another professional certification.

LEVEL 3: PLANNED ADVANCED DELIVERY

3.11. Advanced Systems & Enterprise Support

Level 3 prepares qualified students to support users, endpoints, accounts, applications and technology services within a managed business environment.

Designed progression

- Tier 2 and escalated desktop support
- Enterprise endpoint and deployment support
- Identity and access support
- Cloud productivity and collaboration support
- Service management, asset control and operational reporting
- Junior systems-support and administration responsibilities

Activation requirements

- Qualified instructor availability
- Laboratory and enterprise-simulation readiness
- Required software and licensing
- Approved vendor learning resources, where applicable
- Appropriate access, assessment and supervision procedures

STATUS NOTICE : Level 3 is not open until TeckyGuys publishes the confirmed curriculum, schedule, included tools and any required vendor courses or fees.

3.12. LEVEL 3: LEARNING AREA 1

3.12.1. Enterprise Endpoint Support

Students learn to deploy, maintain, troubleshoot, replace and retire workplace endpoints using controlled standards.

Core knowledge and skills

- Enterprise computer configuration
- Standard workstation builds
- Operating-system deployment concepts
- Device naming and inventory
- Driver and firmware management
- Application deployment
- Patch and update management
- Endpoint-health review
- Performance and reliability troubleshooting
- Device replacement, migration and secure retirement

Applied learning

- Prepare a standard workstation build
- Install approved business applications
- Apply approved updates
- Review endpoint health
- Migrate assigned user files and settings
- Update asset and configuration records

3.13. LEVEL 3: LEARNING AREA 2

3.13.1. Identity and Access Support

Students support organizational accounts and access processes while protecting credentials and following approval controls.

Core knowledge and skills

- Organizational user accounts
- Groups and access assignments
- Password and authentication support
- Multifactor authentication
- Role-based access concepts
- Joiner, mover and leaver processes
- Account-lockout investigation
- Access-request documentation
- Privileged-access awareness
- Identity-related escalation

Applied learning

- Create or update an assigned simulated account
- Assign approved group membership
- Support multifactor enrollment
- Investigate a simulated lockout
- Document an access request and escalation

3.14. LEVEL 3: LEARNING AREA 3

3.14.1. Cloud and Collaboration Support

Students support productivity, email, file-sharing and collaboration services used by onsite and remote teams.

Core knowledge and skills

- Cloud productivity-service support
- Email and calendar troubleshooting
- File-sharing and collaboration
- User-license awareness
- Application-access troubleshooting
- Synchronization problems
- Remote-work support
- Collaboration devices
- Service-status review
- Cloud-service escalation

Applied learning

- Troubleshoot an assigned email or calendar issue
- Review an approved license assignment
- Support file access and synchronization
- Investigate a simulated service interruption
- Prepare a user-facing update and vendor escalation

3.15. LEVEL 3: LEARNING AREA 4

3.15.1. Systems and Connectivity Troubleshooting

Students use operating-system evidence and structured analysis to investigate complex endpoint-to-service problems.

Core knowledge and skills

- Advanced Windows troubleshooting
- Service and process review
- Event and log analysis
- Storage and performance investigation
- Name-resolution troubleshooting
- Wired and wireless connectivity
- Remote-access troubleshooting

- Printers and shared resources
- Endpoint-to-service connectivity
- Root-cause analysis

Applied learning

- Review relevant events and logs
- Investigate performance or storage symptoms
- Test name resolution and service connectivity
- Troubleshoot a simulated remote-access failure
- Separate immediate restoration from long-term corrective action

3.16. LEVEL 3: LEARNING AREA 5

3.16.1 Service Management and Automation

Students connect technical support work to service records, change control, knowledge management and safe task automation.

Core knowledge and skills

- Incident and service-request management
- Problem identification
- Change-control awareness
- Knowledge-base preparation
- Service-level awareness
- Asset and configuration records
- Escalation management
- Command-line automation
- Approved scripting fundamentals
- Repetitive-task reduction
- Operational reporting

Applied learning

- Manage a queue of escalated cases
- Prepare an approved change request

- Write a knowledge-base article
- Create a basic support script in a controlled environment
- Prepare incident, problem and service reports

3.17. LEVEL 3: PRACTICAL TRAINING

3.17.1. Integrated Enterprise-Support Laboratory

Workstream	Representative performance
Deployment	Prepare a workstation, install applications, assign inventory details and verify readiness.
Onboarding	Complete approved account, group, MFA, access and device tasks in a simulated environment.
Operations	Review endpoint status, events, patches and service connectivity.
Escalations	Manage multiple cases, gather evidence and communicate status and next actions.
Improvement	Identify a recurring issue and produce a knowledge article, change proposal or safe automation.
Handover	Complete incident, asset and change records and brief the next support team.
TOOL AVAILABILITY The exact tools may vary according to licensing, instructor access and laboratory availability. Published learning outcomes remain the controlling requirement.	

3.18. LEVEL 3: CONTROL REQUIREMENTS

3.18.1 Access, Privacy and Authorization

Before participating, every student must

- Use only assigned accounts, devices, applications and data
- Follow stated permissions and approved change procedures
- Protect passwords, authentication information and confidential data
- Use remote-support tools only with approval and appropriate consent
- Avoid production changes and unapproved software installation
- Record all material actions and escalate unexpected access or data exposure
- Stop immediately when directed
- Follow applicable laws, policies and professional standards

Prohibited conduct

Unauthorized account access, credential use, data collection, software installation, configuration changes, remote access or concealment of technical actions is prohibited.

TRUST IS A TECHNICAL REQUIREMENT: Enterprise support depends on access to sensitive systems and information. Skill without honesty, restraint and accurate documentation is unacceptable.

3.19. LEVEL 3: ASSESSMENT

3.19.1. Advanced Systems & Enterprise Support Capstone

After Level 3 is activated, every student completes an integrated capstone within a simulated organizational environment.

Requirement	Evidence
Operational review	Prioritized users, devices, services and incidents.
Technical work	Approved solutions for endpoint, account, application and connectivity problems.
Deployment task	Completed user-onboarding or device-deployment record.
Improvement	Root-cause finding and recommended long-term action.
Service records	Incident, asset and change documentation plus a knowledge-base article.
Presentation	Technical and management summary defended with evidence.

3.19.2. Eligible recognition after activation

- Applicable vendor course certificates or badges, where available
- TeckyGuys Academy Advanced Systems & Enterprise Support Award

AWARD STATUS : The TeckyGuys award is an academy pathway award. It is not a Cisco, Microsoft, CompTIA or other third-party professional certification.

SECTION 4

Tools, Laboratory Resources and Professional Standards

Resource category	Examples used when approved and available
Devices	Desktop and laptop computers, components, peripherals and mobile devices.
Systems	Windows, Linux, approved virtual machines, BIOS/UEFI and administrative utilities.
Support	Diagnostic, printer, remote-support, ticketing, service-desk and asset-management tools.
Enterprise	Cloud productivity, collaboration, identity and endpoint-management simulations.
Security and network	Endpoint-security, backup, recovery and connectivity-testing utilities.
Learning	Cisco Networking Academy resources and approved scripting environments.

4.1. Professional support standards

- Listen carefully and ask clear, relevant questions
- Explain actions without unnecessary jargon
- Protect identity, credentials and confidential information
- Work within authority and provide realistic status updates
- Record accurate notes, escalate appropriately and confirm restoration
- Treat users with patience and respect while following safety and procedure

PROVIDER NOTICE: Using a third-party tool does not by itself establish partnership or require the student to purchase that provider's course, subscription or certification.

SECTION 5

Program Formats, Student Journey and Credentials

Format	Typical pathway use
Self-Paced Learning	Assigned Cisco courses and expressly included TeckyGuys activities within the access period.
12-Week Cohort	One level with scheduled instruction, labs, assignments, reviews and final assessment.
24-Week Career Transition	Level 1 plus Level 2, progressing from computer foundations into professional support.
Level 3 Advanced Program	Separate delivery after activation and readiness confirmation.

5.1. Recognition

- Applicable Cisco course-completion certificates and digital badges
- Applicable approved vendor recognition, where expressly included
- The corresponding TeckyGuys Academy pathway-level award

5.2. External certifications

CCST IT Support, CompTIA A+, Microsoft and other professional certifications are controlled by their providers and normally require separate examinations. Examination vouchers and fees are separate unless expressly included in writing.

CONFIRM BEFORE ENROLLING Self-paced enrollment does not automatically include the full instructor-led laboratory, simulation, assessment or career-support experience.

SECTION 6

Career Preparation and Next Steps

After level	Representative opportunities
Level 1	IT Support Trainee; Help-Desk Trainee; Computer Support Assistant; Technical Support Intern; Device Setup Technician; IT Support Apprentice.
Level 2	IT Support Technician; Help-Desk Technician; Service-Desk Analyst; Desktop or Field Support Technician; Deployment, POS, Data Center or IT Operations Technician.
Level 3	Tier 2 Support; Enterprise or Endpoint Support; Systems Support; Junior Systems Administrator; Identity, Application, Cloud or Managed Services Support.

6.1. Student readiness checklist

- I understand the level, delivery format and weekly commitment.
- I have confirmed the required computer, internet, tools and laboratory access.
- I understand which courses, services, certificates and vouchers are included.
- I am prepared to follow safety, privacy, authorization and conduct requirements.
- I understand that training does not guarantee certification, internship or employment.

CAREER NOTICE : Job titles and requirements differ by employer. Outcomes depend on knowledge, practical performance, communication, conduct, certification status, experience, location and work authorization.

TECKYGUYS ACADEMY

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Explore your pathway. Develop practical skills. Prepare for opportunity.