

We train on *your* schedule.

Visible Edge Institute has been providing classroom training for over 30 years and remote training for over a decade. Our flexible, comprehensive training programs are designed to accommodate individuals of **all** skill levels.

As a Licensed Post-Secondary Educational Institution, our training provides students with hands-on experience, in-depth skills in leading applications, and industry-recognized certifications. You'll get the opportunity to earn industry-recognized certifications in all of our programs.

Train remotely or in-center, while maintaining on-demand access to our live instructors. Students can also access training lessons 24/7 for self-study.

Remote Attendance: Remotely tap into our training center to work directly with live instructors on-demand via phone, video call, screen sharing, email, chat or text.

In-Center Attendance: Choose to attend training in our physical training center on your schedule, not ours. Our renovated in-center learning environment utilizes state of the art equipment and modern learning techniques including one-on-one live instructor interactions, digital materials, labs, and project work.



You may qualify to have your entire program paid for, 100%, with no out-of-pocket costs to you. All programs are federally approved by WIOA, Section 30, Trade Adjustment Act, Vocational Rehab, and more.

We are a Veteran Friendly Institution.



GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). For more information about education benefits offered by the VA, visit the official U.S. government website at <http://www.benefits.va.gov/gibill>.

GLOBAL HEADQUARTERS

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Ve-I reserves the right to change fees, courses, topics, policies, programs, services and personnel as required. "On-Demand" refers to instructor and facility access during our normal business hours, which are Monday - Friday from 8:00AM to 5:00PM except Federal Holidays and shutdowns. Instructor support is limited to purchased training materials and labs. Remote setup assistance is included.

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IT HELP DESK SUPPORT TECHNOLOGIES

Enter the expansive
Information Technology
industry and immerse
yourself into all things IT.

VISIBLE EDGE

EXPLORE INDUSTRY TOPICS, PROGRAMS, TECHNOLOGY, HARDWARE & SOFTWARE APPLICATIONS, AND OTHER ESSENTIAL SKILLS

Our flexible and comprehensive IT Help Desk Support Technologies program is designed to accommodate all individuals interested in entering the field of end user Information Technology (IT) support.

This program begins by introducing basic computer operating skills, along with customer service and other technology-related skills.

To readily prepare students for an industry role, the program continues on to review core concepts like Windows, PC maintenance, troubleshooting, customer service techniques, communication fundamentals, conflict resolution, time management, decision-making, teamwork, and other skills and concepts.

Approaching the completion of your program, you'll have the opportunity to explore parallel fields through your choice of elective courses. A vast range of electives are included in your program to boost your resume, expand your skill set, strengthen your knowledge, increase your employment marketability, and give you a competitive edge.

Choose to explore topics including cybersecurity, bookkeeping, medical coding, financial record keeping, accounting, and even more. You will also get the chance to gain valuable industry certifications, hands-on experience, and a comprehensive knowledge of the skills essential to succeeding in the industry.

LEARN TO...



Master all Microsoft platforms essential to Information Technology (IT) and support roles.



Explore parallel fields to broaden your knowledge and skillset - from cybersecurity to remote IT administration.

YOU'LL HAVE THE OPPORTUNITY TO EARN INDUSTRY-RECOGNIZED CERTIFICATIONS, INCLUDING BUT NOT LIMITED TO:



Microsoft Office Specialist Word Associate and Microsoft Office Specialist Word Expert



Microsoft Office Specialist Excel Associate and Microsoft Office Specialist Excel Expert



Microsoft Office Specialist PowerPoint Associate



Microsoft Office Specialist Outlook Associate



Microsoft Office Specialist Access Expert



Microsoft Windows Managing Modern Desktops



Microsoft Windows Certification



Microsoft Azure



CompTIA A+ Certification



CORE CURRICULUM FOR THIS PROGRAM INCLUDES...

- IT Help Desk Specialist Track
- Microsoft Windows
- Managing Modern Desktops
- Microsoft - Azure, Access, Word, Excel, Flow, PowerPoint, Outlook, Visio, Teams, SharePoint, Publisher, Project, Power, OneNote, Word, and more.
- Certification Preparation + Exams:
 - Windows Desktop
 - Managing Modern Desktops
 - Microsoft Office Specialist Associate
 - Microsoft Office Specialist Expert

ADDITIONAL ELECTIVE TOPICS INCLUDE...

- CompTIA A+
- CompTIA ITF+
- CompTIA Network+
- Windows Virtual Desktop
- Deploying Windows Virtual Desktop in Microsoft Azure
- Cloud Administration
- Best Practices in Document Management
- Effective Approaches for Self-Guided Learning
- SQL
- Microsoft Azure
- Cybersecurity
- Linux
- Network Administration
- TCP/IP Subnetting
- Security Awareness Training
- VMware
- Windows Server Administration
- System Center Configuration Manager (SCCM)
- Windows Server Update Services (WSUS)
- Microsoft Dynamics 365 Online Deployment
- Microsoft Dynamics 365 For Sales (CRM)
- Zoom
- Project Management
- Bookkeeping

To learn more about this program, please visit:

<https://www.visible-edge.com/it-help-desk-support-technologies/>