



# Certified IT Support Professional VS-1026

**Vskills Certifications**

**Vskills Brochure**



Skills for a secure future

## Certified IT Support Professional

### Certification Code VS-1026

**IT Support Professional Certification** allows organizations to strategize their IT policy and support for uninterrupted uptime of IT resources. For growth and development, all organizations need well-timed and efficient IT support to function effectively. Nearly every sector requires IT support professionals; to perform IT support tasks such as keeping systems in running condition and troubleshooting if any IT related problem arises to keep an office running smoothly and efficiently. Vskills provide certification course for those seeking career in IT support that help people with IT support jobs to perform their tasks better.

### Why should one take this certification?

This Course is intended for professionals and technical graduates seeking career in Software industry and wanting to excel in chosen areas. It is also well suited for those who are already working and would like to take certification for further career progression. Indian IT industry is moving up the value curve, and today's scenario demands more specialization and that is where a certification of this type will add value. The course is developed with a motive to enhance your skills and helps in building confidence, thus making your job more challenging and rewarding. The certification helps extend IT support skills and ultimately achieve proficiency at work.

### Who will benefit from taking this certification?

This course benefits students who wish to make a career in IT support industry. This course is also beneficial for professionals already working and wants to acquire knowledge in this segment of industry. Students will be ready for jobs from day 1 since this is a high demand skill in software companies. Professionals already in the IT support sector looking for job switch will also benefit from this certification. The certification is designed to focus on development of employability skills essential for today's IT support professional that inculcate organization and time management, stress management, self-analysis, self-promotion and professional development skills. It provides an opportunity for those who wish to work in an organization as an IT support professional.

### Test Details:

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%); There is no negative marking in this module.

### Fee Structure:

Rs. 3,499/- (Excludes taxes)\*

\*Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

### Companies that hire Vskills Certified IT Support Professional

Vskills Certified IT Support professional will find employment in banks, Schools, corporate, travel and tourism, hotel Industry etc as IT support staff. Practically every business needs an IT support professional and this course can really help get a job that you deserve.

IT support professionals are in great demand and major IT companies in India hire them. There are a lot of boutique niche companies, specializing in Integration Services, who are constantly hiring knowledgeable professionals. International job consultants also are constantly looking for IT support specialists for overseas jobs. The skill is also greatly in demand in government projects.

# Table of Content

## 1. Electronics basics

- 1.1 Electricity versus Electronics
- 1.2 Electricity Basics
- 1.3 Analog electronics
- 1.4 Digital electronics

## 2. Computer Basics

- 2.1 Introduction - What is Computer?
- 2.2 Characteristics of computer
- 2.3 Generation of computers
- 2.4 Classification of Computers
- 2.5 Applications of Computer
- 2.6 Representation of information
- 2.7 Commonly Used Computer Terms
- 2.8 Basic Operations of a Computer

## 3. Introducing Hardware

- 3.1 Input Device
- 3.2 Output Devices
- 3.3 Cabinet or chassis
- 3.4 Storage Devices
- 3.5 Essential Technician Tools
- 3.6 Troubleshooting principle

## 4. Chassis Or Cabinet

- 4.1 Chassis types
- 4.2 Form Factor
- 4.3 Chassis Components
- 4.4 Opening Different Chassis
- 4.5 Accessing Components
- 4.6 Switched Mode Power Supply (SMPS)
- 4.7 Install and Replace SMPS
- 4.8 Troubleshoot SMPS
- 4.9 Electrostatic discharge (ESD)

## 5. Motherboard

- 5.1 Basic Components Identification
- 5.2 Form Factor
- 5.3 I/O Ports and Peripheral Interfaces
- 5.4 Memory Slots
- 5.5 Expansion Slots
- 5.6 Expansion cards
- 5.7 Disk Drives Connectors
- 5.8 Chipset

- 5.9 POST (Power On Self Test)
- 5.10 BIOS, CMOS and CMOS Battery
- 5.11 Jumpers and DIP Switches
- 5.12 CPU Socket
- 5.13 Cooling
- 5.14 Configuring the Motherboard
- 5.15 Install, Replace and Maintain a Motherboard
- 5.16 THE BOOTING PROCESS

## **6. Processor**

- 6.1 CPU Basics
- 6.2 CPU Features
- 6.3 CPU Internals
- 6.4 History
- 6.5 CPU technologies
- 6.6 Identify the CPU
- 6.7 Install or Remove CPU
- 6.8 Troubleshoot CPU and Motherboard

## **7. Memory**

- 7.1 Memory Basics
- 7.2 DRAM
- 7.3 SRAM
- 7.4 ROM
- 7.5 CMOS
- 7.6 Flash Memory
- 7.7 Memory Packaging
- 7.8 Identify your RAM
- 7.9 Install RAM
- 7.10 Remove RAM
- 7.11 Troubleshooting Memory

## **8. Storage Devices**

- 8.1 Optical Drives - CD and DVD-ROM/R/RW and Blue ray
- 8.2 Removable Storage - Tape, Flash, SD and USB
- 8.3 Hybrid Drive
- 8.4 Floppy Drives
- 8.5 Hard Disk Drive Systems
- 8.6 Formatting Hard Disk
- 8.7 Drive Connector and Cables
- 8.8 Install Hard Disk
- 8.9 Troubleshoot Hard Disk

## **9. Display Devices**

- 9.1 Display Basics
- 9.2 Formats and Interfaces
- 9.3 Analog Video

- 9.4 Digital Video
- 9.5 Video Signals
- 9.6 Monitors
- 9.7 Cathode Ray Tube (CRT)
- 9.8 Liquid Crystal Displays (LCDs)
- 9.9 Install Monitor
- 9.10 Troubleshoot Monitor

## **10. Keyboard & Mouse**

- 10.1 Keyboard Basics
- 10.2 Keyboard Key Layouts
- 10.3 Keyboard Technologies
- 10.4 Keyboard Interfaces
- 10.5 Keyboard Maintenance.
- 10.6 Keyboard Troubleshooting
- 10.7 Mouse Basics
- 10.8 Mouse Technologies
- 10.9 Mouse Interfaces
- 10.10 Mouse Troubleshooting
- 10.11 Mouse Maintenance

## **11. Printers**

- 11.1 Printer Basics
- 11.2 The Printing Process
- 11.3 Printer Types
- 11.4 Dot-Matrix Printer
- 11.5 Inkjet Printer
- 11.6 Thermal Printers
- 11.7 Laser Printers
- 11.8 Printer Interfaces
- 11.9 Page Description Languages
- 11.10 Install Printer
- 11.11 Maintaining Printer
- 11.12 Troubleshooting Printer

## **12. Peripherals Devices**

- 12.1 Scanners
- 12.2 TV Tuner Cards
- 12.3 MFD
- 12.4 Webcam
- 12.5 Digital Camera
- 12.6 Computer speakers
- 12.7 Microphone
- 12.8 UPS
- 12.9 KVM

### **13. Laptop**

- 13.1 Laptop Basics
- 13.2 Why a Laptop?
- 13.3 Classification
- 13.4 Components
- 13.5 Notebook Maintenance
- 13.6 Troubleshooting Notebook
- 13.7 Laptop Upgrading
- 13.8 Install, Upgrade or Remove Memory
- 13.9 Install, Upgrade or Remove Optical Drive
- 13.10 Install, Upgrade or Remove Battery

### **14. Operating System**

- 14.1 Introduction
- 14.2 File and Directory
- 14.3 Using Commands
- 14.4 Introduction to simple batch files
- 14.5 Windows XP Setup
- 14.6 Windows User interface
- 14.7 File and Folder Management
- 14.8 Windows configuration
- 14.9 Windows Accessories
- 14.10 Windows Management
- 14.11 Optimizing Windows
- 14.12 Windows Troubleshooting
- 14.13 Restore Windows

### **15. Networking Basics**

- 15.1 What is a network?
- 15.2 Types of Networks
- 15.3 Network Devices
- 15.4 Internet Connectivity Options
- 15.5 Network Cabling and Connectors
- 15.6 IPv4
- 15.7 TCP/IP Protocols and Ports
- 15.8 Configuring IPv4 Steps
- 15.9 IPv6
- 15.10 Network Troubleshooting
- 15.11 Command-Line Tools

## Sample Questions

### 1. What is BIT?

- A. Bachelor in IT
- B. Binary Digit
- C. Bangalore IT park
- D. Another name for piece

### 2. DIR COMMAND OF MS-DOS IS AN?

- A. External command
- B. Internal command
- C. Both of above
- D. None

### 3. 1 MB EQUALS

- A. 1000 KB
- B. 1024 GB
- C. 1024 bytes
- D. 1024 KB

### 4. WHAT IS FAT ?

- A. Obese
- B. Falcon Technique
- C. File Allocation Technique
- D. File Allocation Table

### 5. ALT+ F4 IS AN SHORTCUT TO

- A. Open MS-Word
- B. Copy
- C. Close windows
- D. Paste

**Answers:**     **1 (B), 2 (B), 3 (D), 4 (D), 5 (C)**



## Certifications

### ➤ Accounting, Banking and Finance

- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

### ➤ Big Data

- Certified Hadoop and Mapreduce Professional

### ➤ Cloud Computing

- Certified Cloud Computing Professional

### ➤ Design

- Certified Interior Designer

### ➤ Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

### ➤ Foreign Trade

- Certified Export Import (Foreign Trade) Professional

### ➤ Health, Nutrition and Well Being

- Certified Fitness Instructor

### ➤ Hospitality

- Certified Restaurant Team Member (Hospitality)

### ➤ Human Resources

- Certified HR Compensation Manager
- Certified HR Staffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

### ➤ Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

### ➤ Project Management

- Certified Project Management Professional

### ➤ Real Estate

- Certified Real Estate Consultant

### ➤ Marketing

- Certified Marketing Manager

### ➤ Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

### ➤ Logistics & Supply Chain Management

- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

### ➤ Legal

- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

### ➤ Information Technology

- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

### ➤ Mobile Application Development

- Certified Android Apps Developer
- Certified iPhone Apps Developer

### ➤ Security

- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

### ➤ Management

- Certified Corporate Governance Professional
- Certified Corporate Social Responsibility Professional

### ➤ Life Skills

- Certified Business Communication Specialist
- Certified Public Relations Officer

### ➤ Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

### ➤ Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

**& many more job related certifications**

Contact us at :

**Vskills**

011-473 44 723 or [info@vskills.in](mailto:info@vskills.in)

[www.vskills.com](http://www.vskills.com)