

# AI-Enabled IT Support



This 15-week IT Support course provides hands-on experience managing and troubleshooting enterprise IT systems.

Learners will work directly with servers, routers, switches, and desktop technologies, gaining the skills to resolve hardware, networking, and software issues confidently.



## Course Description

- ▶ Gain an understanding of system administration for Windows servers and learn to manage IT services using platforms like ServiceNow
- ▶ Learn about essential IT security practices to safeguard systems and data from common threats
- ▶ Explore key AI tools and concepts in IT support workflows, while preparing for the CompTIA A+ certification
- ▶ Platforms & softwares: ServiceNow, Microsoft Office 365, VirtualBox, Windows Server 2019 OS, Windows 10 OS, Cisco IOS



## Possible Job Roles

- ▶ IT Support Specialist
- ▶ Help Desk Technician
- ▶ Desktop Support Technician
- ▶ Network Technician
- ▶ System Administrator Assistant



## Become a Learner

- ▶ Complete Application at [perscholas.org/apply](https://perscholas.org/apply)
- ▶ Attend Admissions Overview & Pass Assessment(s)
- ▶ Participate in Behavioral Interview & Submit Pre-Work
- ▶ Accept Seat Offer & Complete Onboarding

## No-Cost Tech Training

Receive hands-on learning and mentorship to prepare for the job, and industry-recognized certifications. All thanks to our generous donors.

## Career Coaches + Learner Support

In addition to Career Coaches supporting mock interviews, job search prep, and one-on-one coaching, learners have access to a dedicated Learner Support team of licensed social workers and financial coaches who provide confidential guidance, tools, and resources to support learners to achieve their goals.

## Continued Post-Training Resources

Join a network of 30,000 alumni and 850+ employer partners nationwide. As an alumnus, you'll gain exclusive access to career-specific learning plans, volunteer and mentorship opportunities, and a community committed to your professional growth.



**SCAN TO APPLY!**

UCI 1025.4

### COURSE DETAILS



**IN PERSON AND REMOTE TRAINING**



**15 WEEKS, MON - FRI, 9 AM - 4 PM**



**COMPTIA A+ CERTIFICATION, GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE, GOOGLE AI ESSENTIALS BADGE**



**NO TECH EXPERIENCE REQUIRED**

*As long as you are dedicated and willing to put in the work, and you're able to study - if you put as much time into Per Scholas as they put into you, then you will succeed."*

**Hope Shurba**  
Per Scholas Alum



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