

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
- ▶ 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.



**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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