



COURSE CURRICULUM OF ENDPOINT SECURITY/ SYSTEM ENGINEER/ DESKTOP ENGINEER

Module 1: Introduction to IT and System Engineer

- Overview of IT infrastructure, Eco-System and components
- Role and responsibilities of a Desktop Engineer, System, End Point Security Engineer
- Importance of IT security service in IT.
- Target Jobs

Module 2: Hardware Fundamentals

- Understanding computer hardware components
- Peripheral devices: Printers, scanners, and other hardware

Module 3: Operating Systems

- In-depth study of popular operating systems (Windows, macOS, Linux)
- Linux fundamentals
- Installation and configuration of operating systems
- Installation, configuration, and troubleshooting of desktops and laptops
- User account management and permissions

Module 4: Software Applications

- Installation, configuration, and troubleshooting of software applications
- Antivirus software, security applications and security software management
- Outlook - Setup and configuration?
- Office 365 - Setup and configuration?
- Windows Defender
- Patch management and software updates
- Troubleshooting software crashes and errors
- Windows Registry, Command Prompt, and PowerShell basics

Module 5: Networking Basics

- Introduction to networking concepts – IT Eco System
 - TCP/IP fundamentals
 - OSI and TCP/IP
 - Network protocols and services
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- TCP vs UDP
 - IPV4 Address types
 - Network Topology
 - Good Knowledge of Subnetting
 - Public IP, Private IP, Mac Address, DNS and DHCP details
 - Dynamic vs Static IP address
 - Routing Protocols
 - Understanding LAN, WAN, VPN, DHCP, DNS, IP addressing, and Subnetting
 - Network Devices

Module 6: Network Connectivity

- Troubleshooting network connectivity issues
- IP addressing and subnetting
- Wireless networking and troubleshooting
- Wi-Fi setup:

Module 7: Security and Compliance

- Implementing security measures on desktops
- Compliance with security policies and protocols
- Data backup and recovery

Module 8: Remote Support

- Remote desktop support (RDP, TeamViewer, Any Desk)
- VPN (Virtual Private Network) configurations
- VPN Protocols
- Troubleshooting remote connectivity issues\

Module 9: User Training and Communication

- Effective communication skills for IT professionals
- Conducting training sessions for end-users
- Handling user inquiries and providing clear instructions

Module 10: Documentation and Reporting

- Importance of documentation in IT support
 - Creating and maintaining support documentation
 - Reporting and tracking support activities
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Module 11: Soft Skills and Professionalism

- Developing soft skills for effective customer interaction
- Time management and prioritization of tasks
- Professionalism and ethical considerations in IT support

Module 12: Career Development

- Job search strategies and resume building
- Preparing for interviews in the IT support field
- Continuing education and staying updated on industry trends

Module 13: Advanced concepts

- Virtualization
- Cloud
- ITIL basics (Incident, Problem, and Change Management)
- Using ticketing systems (ServiceNow, Zendesk, Freshdesk)
- Remote troubleshooting techniques

Module 14. Active Directory & User Management

- Creating and managing user accounts and groups
- Domain joining and troubleshooting
- Group Policy basics
- File and folder permissions
- Creating and managing user accounts and groups

Module 15. Interview Preparation

Target Jobs:

- Help Desk Support Specialist:
 - IT Support Specialist:
 - Field Service Technician:
 - Technical Support Analyst:
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- System Administrator (Entry-Level):
 - IT Consultant (Entry-Level):
 - Network Support Technician:
 - Desktop Support Team Lead or Supervisor:

Tools:

Anti-Virus

Norton
Avast
McAfee
Kaspersky
Defender
Malware
Total AV
Avg
K7
F-secure
Quick heal
Sophos

Firewall products

Check point
Fortigate
cisco secure
Sophos
Focus point
Palo alto
SonicWall
Net gate
Norton firewall

IDS products

Snort
Palo alto
Symantec



McAfee

Cisco

Checkpoint

TrendMicro

Trellix

DLP products

DLP: Data loss prevention

Trellix

Forcepoint

Checkpoint

Symantec

Proofpoint

Operating systems

Windows11

Windows

Non-windows

Kali Linux

Ubuntu
