THE IT SUPPORT PROGRAMME

From beginner to IT support

A part-time path built around skills, practice and career support, backed by a hands-on portfolio of 40 real-world service desk projects.

4 PHASES | 40 PROJECTS | MD-102 EXAM VOUCHER INCLUDED | PLACEMENT SUPPORT INCLUDED

PART-TIME · HANDS-ON · CAREER-FOCUSED

Foundation 01
2 weeks

Core skills 02
6 weeks

Exam + projects 03
3 weeks

Career support 04
Final phase

THE ROADMAP

From beginner to IT support

Four phases take you from core IT literacy to career-ready.

2 WEEKS

01

Build the foundation

CompTIA ITF+ and A+ concepts

Core IT literacy: hardware, operating systems, networking and security fundamentals.

6 WEEKS

02

Learn the tools of the job

Windows, Microsoft 365 and cloud basics

Windows administration, Microsoft 365, Intune and Autopilot, Azure fundamentals and Copilot.

3 WEEKS

03

Prove it in practice

MD-102 exam preparation + 20 or more projects

Prepare for the Microsoft MD-102 exam, then work through employer-style scenarios.

CAREER SUPPORT

04

Prepare for the next step

CV, interviews, applications and networking

CV and LinkedIn review, mock interviews, job applications and a Cisco CCNA track.

PART-TIME PATH · SKILLS · PRACTICE · CAREER SUPPORT

Foundation and core skills

Phases 1 and 2

PHASE 01 / 2 WEEKS

Build the foundation

01

CompTIA ITF+ and A+ concepts

1. **Hardware and software**
2. **Operating systems**
3. **Networking basics**
4. **Hands-on troubleshooting**

Spend two weeks on core IT literacy. Learn hardware, operating systems, networking and security fundamentals. Labs cover PC components, installation and troubleshooting.

PHASE 02 / 6 WEEKS

Learn the tools of the job

02

Windows, Microsoft 365 and cloud basics

1. **Windows client administration**
2. **Microsoft 365 + endpoint**
3. **Intune and Autopilot**
4. **Azure and Copilot basics**

The six-week core programme moves into Windows administration, Microsoft 365, endpoint management with Intune and Autopilot, Azure fundamentals and Microsoft 365 Copilot.

Practice and career support

Phases 3 and 4

PHASE 03 / 3 WEEKS

03

Prove it in practice

MD-102 exam preparation + 20 or more projects

1. **MD-102 preparation**
2. **One exam attempt included**
3. **20+ real-world scenarios**
4. **Jira tickets and service levels**

Phase three prepares you for the Microsoft MD-102 exam, with an included voucher for one official attempt. Then work through more than twenty employer-style scenarios using Jira tickets and service levels.

PHASE 04 / CAREER SUPPORT

04

Prepare for the next step

CV, interviews, applications and networking

1. **CV + LinkedIn review**
2. **Mock interviews**
3. **Job applications**
4. **Networking + CCNA track**

The final phase focuses on your CV, LinkedIn profile, mock interviews and job applications. The programme also introduces networking and a Cisco CCNA track.

THE OUTCOME

Ready to pursue IT support

Training and helpdesk support continue after placement.

Microsoft MD-102 01

Exam preparation with a voucher for one official attempt

20+ practical scenarios 02

Employer-style work using Jira and service levels

UK employer network 03

Connections to UK employers

Ongoing alumni support 04

Alumni can continue to access trainers and helpdesk

THE TARGET

£25k–£35k

a year in an IT support role

This is a target, not a guarantee.

The programme combines training, exam preparation, practical scenarios and career support to help you move toward it.

FROM PHASE TO PLACEMENT

Foundation · Core skills · Exam + projects · Career support · Alumni helpdesk

THE PORTFOLIO

40 real-world IT support projects

A hands-on portfolio built around the work a service desk really does.

ONBOARD → DEPLOY → SUPPORT → IMPROVE

01–04
PROJECTS

Onboard and offboard users

Joiners, leavers and Microsoft 365 provisioning

05–08
PROJECTS

Deploy and secure devices

Windows 11, Intune and endpoint protection

09–12
PROJECTS

Run the service desk

Tickets, priorities, VIP support and major incidents

13–16
PROJECTS

Fix everyday user issues

Sign-in, MFA, printing and connectivity

17–20
PROJECTS

Harden and support endpoints

DNS, security baselines, BitLocker and software

21–24
PROJECTS

Diagnose apps and hardware

Application, performance and hardware faults

25–28
PROJECTS

Plan rollouts and lifecycles

Refreshes, remote workers, new offices and JML

29–32
PROJECTS

Manage access and Microsoft 365

Approvals, mailboxes, Teams and email delivery

33–36
PROJECTS

Respond to threats and share knowledge

Security response, knowledge base and SLAs

37–40
PROJECTS

Lead incidents and improve service

Communication, RCA, change control and KPIs

Projects 01–04 and 05–08

Onboard and offboard users + Deploy and secure devices

PROJECTS 01–04

Onboard and offboard users

Joiners, leavers and Microsoft 365 provisioning

Start with the employee lifecycle. Prepare a new hire laptop, manage the onboarding ticket, process a leaver safely, and provision Microsoft 365 users with the right licences.

- 01 New Hire Machine Onboarding
- 02 Employee Onboarding Ticket Workflow
- 03 Leaver / Offboarding Management
- 04 Microsoft 365 User Provisioning

PROJECTS 05–08

Deploy and secure devices

Windows 11, Intune and endpoint protection

Deploy Windows 11 devices, enrol them into Intune, remediate non-compliant endpoints, and handle a lost or stolen laptop using proper security procedures.

- 05 Windows 11 Device Deployment
- 06 Microsoft Intune Device Enrollment
- 07 Device Compliance Remediation
- 08 Lost or Stolen Laptop Incident

Projects 09–12 and 13–16

Run the service desk + Fix everyday user issues

PROJECTS 09–12

Run the service desk

Tickets, priorities, VIP support and major incidents

Work a realistic ticket queue. Prioritise by impact and urgency, apply the three-touch model, support VIP users, and manage a high-impact P1 or P2 outage.

- 09 IT Service Desk Ticket Management
- 10 Three-Touch Ticket Resolution
- 11 White-Glove IT Support
- 12 P1/P2 Incident Management

PROJECTS 13–16

Fix everyday user issues

Sign-in, MFA, printing and connectivity

Troubleshoot the problems users report most: Microsoft 365 sign-in, MFA and lockouts, printer deployment, and Wi-Fi and network connectivity.

- 13 Microsoft 365 Login Troubleshooting
- 14 MFA & Account Lockout Investigation
- 15 Printer Deployment & Troubleshooting
- 16 Wi-Fi & Network Troubleshooting

Projects 17–20 and 21–24

Harden and support endpoints + Diagnose apps and hardware

PROJECTS 17–20

Harden and support endpoints

DNS, security baselines, BitLocker and software

Investigate DNS and DHCP faults, build an endpoint security baseline, handle a BitLocker recovery with identity checks, and process software requests with licensing and approval.

- 17 DNS/DHCP Troubleshooting Lab
- 18 Endpoint Security Baseline
- 19 BitLocker Recovery Scenario
- 20 Software Installation Request

PROJECTS 21–24

Diagnose apps and hardware

Application, performance and hardware faults

Diagnose crashing applications, slow Windows performance and common laptop hardware faults, then manage the full asset lifecycle from procurement to disposal.

- 21 Application Troubleshooting Project
- 22 Windows Performance Troubleshooting
- 23 Hardware Fault Diagnosis
- 24 Asset Management & Lifecycle

Projects 25–28 and 29–32

Plan rollouts and lifecycles + Manage access and Microsoft 365

PROJECTS 25–28

Plan rollouts and lifecycles

Refreshes, remote workers, new offices and JML

Scale up with a laptop refresh programme, a remote worker setup, a new office design, and a complete joiner, mover and leaver workflow.

- 25 Laptop Refresh Programme
- 26 Remote Worker Setup
- 27 New Office IT Setup
- 28 Joiner-Mover-Leaver Process

PROJECTS 29–32

Manage access and Microsoft 365

Approvals, mailboxes, Teams and email delivery

Handle access requests with approvals and least privilege, manage shared mailboxes, support Microsoft Teams, and track down missing or delayed email.

- 29 Access Request & Approval Workflow
- 30 Shared Mailbox Management
- 31 Teams Support Desk Scenario
- 32 Email Delivery Troubleshooting

Projects 33–36 and 37–40

Respond to threats and share knowledge + Lead incidents and improve service

PROJECTS 33–36

Respond to threats and share knowledge

Security response, knowledge base and SLAs

Respond to phishing and compromised accounts, turn recurring issues into knowledge articles, and manage tickets against SLA targets with clear escalation.

- 33 Phishing Incident Response
- 34 Compromised Account Scenario
- 35 IT Knowledge Base Creation
- 36 SLA & Escalation Management

PROJECTS 37–40

Lead incidents and improve service

Communication, RCA, change control and KPIs

Finish by communicating during a major outage, writing a root cause analysis, running a controlled change, and measuring performance with a service desk KPI dashboard.

- 37 Major Incident Communication
- 38 Root Cause Analysis – IT Incident
- 39 Change Request Management
- 40 Service Desk KPI Dashboard

PLACEMENT SUPPORT

The placement support process

From a job-ready profile to placement, with support that continues afterwards.

1 Career consultation

CV · LINKEDIN

Expert guidance to optimise your CV and LinkedIn profile and shape a personalised marketing strategy.

01

2 Profile branding

BRAND · STRENGTHS

A professional profile and personal brand that positions you confidently and showcases your strengths.

02

3 Marketing strategy

TARGET · STAND OUT

A targeted plan that promotes your expertise and helps you stand out in competitive job markets.

03

4 Interview preparation

MOCK INTERVIEWS

Professional guidance, practical techniques and mock interviews with expert feedback on your delivery.

04

5 Applications and networking

APPLY · NETWORK

Job applications supported by networking, the UK employer network and a Cisco CCNA track.

05

6 Placement and alumni support

ONGOING SUPPORT

Aim for an IT support role at £25k–£35k (a target, not a guarantee). Trainers and helpdesk stay available.

06

CONSULT › BRAND › MARKET › PREPARE › APPLY › PLACE › SUPPORT

THE OUTCOME

Ready to show real IT support experience

Evidence you can talk through in any interview.

40
Practical projects

10
Skill areas covered

Docs
Tickets, KBs and RCAs

✓
Interview-ready evidence

YOUR PORTFOLIO

By the end you have a portfolio of forty projects that shows employers practical, documented IT support skills, ready to talk through in an interview.

- **Onboard**
- **Deploy**
- **Support**
- **Improve**

Career Galaxee provides practical support to help you move confidently toward your career goals.