



Syllabus: Certificate in IT Support Technician (CIST)

- **Duration:** 3 Months
- **Eligibility:** 10th Pass

Evaluation Scheme

- **Full Marks:** 200
- **Theory Paper:** 100 Marks
- **Practical/Project Works:** 80 Marks
- **Internal Assessment/Viva voce:** 20 Marks

Course Syllabus

This program is designed to provide hands-on expertise in computer maintenance, system administration, and technical support operations required for modern IT environments.

Module 1: Hardware Troubleshooting & Diagnostics

- Identifying Internal Components: CPU, Motherboard, RAM, and Power Supplies.
- Diagnostics Tools: Using POST cards, Multimeters, and System Stress Testing software.
- Common Hardware Issues: Fixing Blue Screens (BSOD), overheating, and power failures.

Module 2: OS Installation & Application Support

- Advanced OS Deployment: Imaging, Cloning, and Multi-boot configurations (Windows/Linux).
- Driver Management: Resolving hardware compatibility and driver conflicts.
- Application Support: Troubleshooting MS Office, Browsers, and enterprise software.

Module 3: Network Support & Connectivity

- Connectivity Basics: Troubleshooting Wi-Fi, Ethernet, and DNS issues.
- Remote Support Tools: Mastering TeamViewer, AnyDesk, and Windows Remote Desktop.
- Cable Termination: Practical crimping of Cat6 cables and testing network lines.

Module 4: Security & Disaster Recovery

- Malware Removal: Identifying and eliminating Viruses, Ransomware, and Adware.
- Backup Solutions: Configuring Local and Cloud backups (Acronis, Google Drive).
- Data Recovery: Basic introduction to recovering files from corrupted drives.

Module 5: Final Capstone Project (IT Helpdesk Simulation)

- **Project Task:** Students will manage a "Support Ticket" scenario for a simulated client.
- **Requirements:** Diagnose a hardware fault, perform an OS repair, secure a network connection, and provide a technical resolution report.
- **Submission:** Live demonstration of remote troubleshooting and final system health report.

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