# Google IT Support Professional Certificate

# (Suggested low vision only)

This is your path to a career in IT. In this program, you’ll learn in-demand skills that will have you job-ready in less than 6 months. No degree or experience is required.

**NOTE: This course uses a 3rd party platform that is not fully accessible.**

Cohort 5: June 2025-December 2025

**Time commitment:** 7 months at a dedicated 10-15 hours a week

Additional 1 hr a month for NSITE check-in emails and check-in meetings

**What you'll learn**

* Gain skills required to succeed in an entry-level IT job
* Learn to perform day-to-day IT support tasks including computer assembly, wireless networking, installing programs, and customer service
* Learn how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging
* Learn to use systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code
  + \***NOTE**: Course 3 involves navigating to Linux systems. It is not 100% accessible at this time though they are diligently working on code to rectify the concern. NSITE has no oversight into the accessibility of the program for JAWS users.

**\*As of January 2025, Google and Coursera haven’t corrected the accessibility issues for JAWS users, so they suggested Low vision only.**

**Coursework: 5-course series**

### Course 1- [Technical Support Fundamentals](https://www.coursera.org/learn/technical-support-fundamentals?specialization=google-it-support) -21 hours

### Course 2 -[The Bits and Bytes of Computer Networking](https://www.coursera.org/learn/computer-networking?specialization=google-it-support) -27 hours

### \*Course 3 -[Operating Systems and You: Becoming a Power User](https://www.coursera.org/learn/os-power-user?specialization=google-it-support) -33 hours

### Course 4 -[System Administration and IT Infrastructure Services](https://www.coursera.org/learn/system-administration-it-infrastructure-services?specialization=google-it-support) -25 hours

### Course 5 -[IT Security: Defense against the digital dark arts](https://www.coursera.org/learn/it-security?specialization=google-it-support)- 31 hours

If you are really interested in studying IT see our [IT Essentials Training Program](https://nsite.org/training/nsite-information-assurance-training/), virtually instructor-led training which is set up for JAWS users.