

Skill 1 — Troubleshooting Framework (Hours 1–2)

Hour 1 — Learn the Framework

- Watch a troubleshooting fundamentals video (Professor Messer, NetworkChuck, or Google IT Support)
- Write down the core flow: Identify → Isolate → Test → Fix → Document
- Learn the “ask clarifying questions” pattern
- Review the 5 most common IT issues:
 - No internet
 - Can’t login
 - Printer issues
 - Slow computer
 - Software not opening

Hour 2 — Apply the Framework

- Practice diagnosing 5 mock tickets
- Write step-by-step troubleshooting notes for each
- Create a personal troubleshooting template in Notion

Skill 2 — Windows OS Fundamentals (Hours 3–4)

Hour 3 — Windows Basics

- Watch Windows fundamentals / user & permissions overview

- Explore these tools:
 - Task Manager
 - Event Viewer
 - Services
 - Users & Groups
 - File Explorer settings
- Learn key concepts: UAC, permissions, processes, startup items

Hour 4 — Hands-On Windows Practice

- Open Windows Sandbox or a spare machine
- Create a local user
- Change permissions on a folder
- Break something intentionally (disable a service, rename a file)
- Fix it
- Run these commands:
 - `ipconfig`
 - `ping google.com`
 - `sfc /scannow`
 - `taskkill /im`

Skill 3 — Networking Basics (Hours 5–6)

Hour 5 — Learn the Networking Core

- Watch Networking 101 (NetworkChuck / Jeremy's IT Lab)
- Understand:
 - IP address
 - Subnet mask
 - Gateway
 - DNS
 - DHCP
- Learn the difference between “no internet” vs “no connection”

Hour 6 — Networking Hands-On

- Use **ping** on multiple sites
- Use **tracert** to trace a path
- Change your DNS to 8.8.8.8
- Disable your network adapter and re-enable it
- Reproduce a broken connection and fix it

Skill 4 — Active Directory Basics (Hours 7–8)

Hour 7 — Learn AD Concepts

- Watch an AD basics tutorial
- Learn:

- Users
- Groups
- OU structure
- Account states (locked, disabled, expired)
- Group Policy basics

Hour 8 — AD Hands-On Simulation

(Use VirtualBox + Windows Server evaluation OR an AD simulator video walkthrough)

- Create a user
- Lock the account
- Reset the user's password
- Add to a security group
- Disable and re-enable the account

Skill 5 — Office 365 Admin Center (Hours 9–10)

Hour 9 — O365 Admin Basics

- Watch O365 admin overview (Kevin Stratvert or MS Learn)
- Learn:
 - License assignment
 - Password reset
 - Shared mailboxes
 - Distribution lists

- Mailbox permissions

Hour 10 — O365 Hands-On

(Use a free simulation/video or Microsoft Learn sandbox)

- Reset a user's password
 - Assign a license
 - Create a shared mailbox
 - Add a user to a distribution list
 - Modify mailbox permissions
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Skill 6 — Ticketing + Documentation (Hours 11–12)

Hour 11 — Learn Ticketing

- Watch a tutorial on writing IT tickets
- Learn:
 - How to document steps clearly
 - What to include in a ticket
 - When to escalate
 - How to communicate with users

Hour 12 — Write 5 Practice Tickets

- Printer offline
- User can't login

- VPN not working
 - Email not sending
 - Computer slow
 - Review for clarity, steps taken, and resolution
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Skill 7 — Troubleshooting Drills (Hours 13–16)

Hour 13

- Solve 3–5 scenarios using your framework
- Write detailed notes for each

Hour 14

- Repeat with new scenarios
- Practice talking through problems out loud

Hour 15

- Reproduce issues in your sandbox (as possible)
- Solve them systematically

Hour 16

- Timed drills (simulate real helpdesk environment)
 - Aim for solving each scenario in under 10 minutes
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Skill 8 — Integration + Mini Home Lab (Hours 17–18)

Hour 17 — Integration

- Review all notes
- Create a 1-page cheat sheet:
 - Windows tools
 - Networking basics
 - Common commands
 - AD actions
 - O365 common fixes
 - Troubleshooting flow

Hour 18 — Build Mini-Lab

- Set up Windows Sandbox or VM
 - Create a “practice problems” list
 - Create a space for documentation
 - Decide 2–3 daily drills
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Skill 9 — Interview Prep + Job Readiness (Hours 19–20)

Hour 19 — Interview Prep

- Practice answering:
 - “How do you troubleshoot ____?”

- “Tell me about a time you solved a technical problem.”
 - “What do you do when you don’t know the answer?”
- Develop a 60–90s “Why I’m moving into IT” pitch

Hour 20 — Build Your Job Packet

- Create or update résumé
- Add transferable AAA skills
- Create a simple IT portfolio:
 - Your troubleshooting notes
 - Hands-on labs
 - Ticket examples
- Make a list of 10 companies you want to apply to
- Draft a simple cover letter template