70-685: Enterprise Desktop Support Technician

Modality: On Demand

Duration: 15 Hours

About this course:

We all know about Windows 7. Here is a brief review about it. Windows 7 (codenamed Vienna, formerly Blackcomb) is a personal computer operating system developed by Microsoft. It is a part of the Windows NT family of operating systems. This intermediate level certification course will teach the students teach you how to configure and deploy a private cloud with System Center 2012 R2. Throughout the course, students will know the ways of understanding and work with the cloud, the cloud components, including infrastructure and service catalog, and virtual applications. This certification course comes packed with the tools and features exam candidates want most-including in-depth, self-paced training based on final exam content. The actual purpose for this course is to prepare our students for the [Microsoft 70-685: Windows 7, Enterprise Desktop Support Technician exam](#).

The average pay for a Desktop Support Technician is **$45,433** per year.

Course Objective:

After completing this course, students will have a working understanding of:

- Startup
- Device Drivers
- Performance
- Security
- Applications
- Logon
- User profiles
- Network and Remote Connectivity
- Group Policy

Audience:

This course is intended for:

- For all students from any academic background.

Prerequisites:

- Experience in the IT field, including implementing and administering any Windows client operating system in a networked environment.

Suggested prerequisites courses:

- [Windows 7: Basic](#)
- [70-680: Installing and Configuring Windows 7](#)
- [70-680: Advanced Windows 7 Installation](#)

Course Outline:

- **Course Introduction**
- Module 01 - Identifying Cause and Resolving Desktop Application Issues
- Module 02 - Operating System Troubleshooting and Support
- Module 03 - Networking with Windows 7
- Module 04 - Configuring Security and Troubleshooting Issues
- Module 05 - Supporting Mobile Users
- Module 06 - Maintaining Hardware on Windows 7
- Module 07 - Centralizing Configurations
- Module 08 - User Login, Profiles and Access to Resources
- Course Conclusion