Chegg Skills

IT Professional Certificate

🕐 Part-time (10 hours/week)

🌐 100% online

🎖 Certificate of Completion

Introduction

Congratulations on taking a major step in advancing your career. In this program, you'll learn key skills that employers identify as critically needed for entry-level IT professionals in the growing tech field.

As a member of the Chegg family, we are always Student First. Backed by one of the largest ed tech companies in the world, we're committed to giving you the skills and learning support you need to grow professionally.

Here's what you need to know:

- **Program Length:** 4 months
- **Time Commitment:** Part-time (10 hours/week)
- **Instructional Type:** Online
- **Class Schedule:** Independent study and a 1-on-1 mentor session each week
- **Credential Awarded:** Certificate of Completion

The minimum time commitment expected for this program is estimated at 10 hours/week. This includes your required 1-on-1 mentor session each week. Within this self-paced course, some students may progress more quickly than others.

About the Program

Our IT Professional Certificate program trains aspiring professionals with practical skills to manage operating systems, oversee security fundamentals, and support critical IT infrastructure. Through hands-on projects and 1-1 mentoring with an industry expert, you'll develop essential skills to communicate across servers, troubleshoot application errors, and secure devices. Students enter from various backgrounds and industries and leave with applicable skills to enter the field in roles such as an IT Analyst, IT Support Specialist, and Computer Technician.

This program covers 5 high-level objectives:

1   **Troubleshooting computer hardware and operating systems**

2   **Analyzing network and virtualization fundamentals**

3   **Diagnosing computer, software, mobile, and cloud issues using IT support methods**

4   **Utilizing security principles throughout IT infrastructure**

5   **Applying IT support best practices to assess and resolve conflict**

Course 1

Computer Hardware and Operating System Fundamentals

Understand the fundamentals and key characteristics of computer hardware and operating systems.

Modules include:

• Computer Hardware
• Operating System Fundamentals

How You'll Apply These Skills:

You'll begin by learning the main functions of a computer and how they work, including physical components, peripheral devices, and hard drive components. Move onto identifying the main functions of an operating system (OS), including troubleshooting techniques and OS interaction with computer hardware. Completing this course will equip you with fundamental knowledge required in any IT role.

Course 2

Desktops, Servers, and Networking

Analyze the key characteristics of desktops, servers, and networking.

Modules include:

• Desktop Software and Applications
• Server Fundamentals
• Networking

How You'll Apply These Skills:

You'll learn to identify desktop software and applications, implement techniques for securing applications, and troubleshoot application errors. Finally, you'll learn how networks connect to one another, including identifying basic networking concepts, describing network hardware, and troubleshooting network connections.

Course 3

Linux/Unix Operating Systems and Virtualization

Learn the fundamental characteristics of Unix-based operating systems and virtualization.

Modules include:

- Linux/Unix Operating Systems
- Virtualization

How You'll Apply These Skills:

Learn characteristics of Unix-based operating systems and the differences between Linux, Unix, and Windows OS. You'll practice distinguishing components of a Linux OS and navigating commands within Linux Shell. Finally, you'll be introduced to virtualization and create a virtualized server to demonstrate communication between two environments. By the end of this course, you'll be able to maximize the efficiency and security of computer systems and networks.

Course 4

Cloud Computing and Security Fundamentals

Examine the main concepts of cloud computing and security fundamentals.

Modules include:

- Cloud Computing Fundamentals
- Security Fundamentals

How You'll Apply These Skills:

Master the fundamentals of cloud computing, including the different deployment models, service models, and components. You'll assess and troubleshoot issues in a cloud-based environment. Lastly, you'll identify the various risks and vulnerabilities in IT environments, as well as common technologies used to secure and protect data privacy, IT resources, and computer environments.

Course 5

Mobile Devices and IoT

Determine mobile device features and IoT technologies.

Modules include:

- Mobile Devices
- IoT is Everywhere

How You'll Apply These Skills:

Explore the various components of mobile device technology and IoT devices. First, you'll learn about common mobile device features, how they work on a network, setting up multi-factor authentication (MFA), and troubleshooting mobile devices in different scenarios. Finally, the course will cover different types of IoT devices, their use, and the implications of using them. With these newly learned skills, you will be able to confidently use mobile devices and IoT devices safely and securely.

Course 6

Supporting IT Infrastructure

Demonstrate cumulative knowledge about IT infrastructure in a support environment.

Modules include:

- IT Support Fundamentals
- Careers: Professional Development in Information Technology
- Conflicts and Resolutions

How You'll Apply These Skills:

In this final course, you'll review potential IT environments and gain career-ready skills such as essential help desk functions, remote troubleshooting, including IT ethics. You'll learn to clearly articulate different approaches to resolving conflicts within the IT support infrastructure. By the end of this course, you'll master protocols to implement industry-standard security technologies, protect data privacy, and create security strategies.

Career Services

Career-specific skills are part of your journey. After all, you're here not only to learn new skills, but to grow professionally. That's why we include a host of resources that are aimed at career advancement.

Your program includes career guidance on:

1   **Nailing your interviews**

2   **Crafting the perfect resume**

3   **Polishing your LinkedIn profile**

4   **Salary and negotiations**

5   **Building your professional network**

FAQs

What is the experience level for Program Instructors?

Instructors are chosen based on their academic credentials, relevant industry experience, and teaching ability. Chegg Skills collects weekly feedback from students and staff in order to evaluate the quality of each program. Chegg Skills also considers industry demand for particular skill sets and success rates with each program. They look for areas of improvement, ensuring that each program has successful outcomes that match Chegg Skills mission.

The minimum requirements to serve as a mentor, technical expert, or instructor for all Chegg Skills programs are:

- 3+ years of relevant industry experience
- Demonstration of genuine student advocacy and empathy for beginners
- Exceptional written and verbal communication skills

What is the experience level for mentors? Can I choose my own?

Mentors are assigned by Chegg Skills based on fit and availability. The minimum requirements to serve as a mentor are 3+ years of relevant industry experience, demonstration of genuine student advocacy, empathy for beginners, and exceptional written and verbal communication skills.

What support do you offer students during the program?

You are fully supported from the moment you start learning, with a comprehensive, personalized approach to your success that means that while you're learning online, you're never alone. Regardless of the program you choose, you'll be assigned a mentor who's focused on helping you understand the material and excel in the program.

Do I need a computer to take the course?

Chegg Skills programs require a computer with high-speed internet access and video capability, including a webcam, a microphone, and speakers. Every student must own or have access to a personal computer with at least:

- 16GB RAM
- At least 2.0 GHz processor
- At least 256 GB HD

Computers must be available prior to the first day of class. Headphones are highly recommended. Macs must have the most current OS version installed, and PCs must be using either Windows 10 (or newer Windows operating systems) or a current version of a Linux operating system.

Chegg Skills

Apply for the Part-Time IT Professional Certificate today.

Kickstart your path to a new career here.