

microsoft certified desktop support technician mcdst

Microsoft Certified Desktop Support Technician (MCDST): A Gateway to IT Support Excellence

microsoft certified desktop support technician mcdst is a certification that has long been recognized in the IT industry as a foundational credential for professionals seeking to excel in desktop support and troubleshooting. For those passionate about IT support roles, this certification represents a key stepping stone that validates essential skills in maintaining, troubleshooting, and supporting Windows-based desktop environments. Whether you're just starting out or aiming to bolster your resume, understanding what the MCDST entails and how it fits into the broader IT certification landscape can greatly enhance your career prospects.

What is the Microsoft Certified Desktop Support Technician (MCDST)?

The Microsoft Certified Desktop Support Technician (MCDST) certification was designed by Microsoft to validate the skills of IT professionals in supporting desktop environments running on Microsoft Windows operating systems. The certification focuses on practical desktop support tasks such as installation, configuration, troubleshooting, and maintenance of Windows clients and associated hardware.

Although Microsoft has retired the MCDST certification in favor of newer credentials that align with evolving technologies, it remains a respected credential among IT veterans and those familiar with legacy systems. The skills covered by the MCDST form the foundation for many modern IT support roles and provide a valuable understanding of desktop operating systems, networking, and security fundamentals.

Key Competencies Covered by MCDST

The MCDST certification covered several important areas, including:

- ****Operating System Installation and Configuration:**** Installing and configuring Windows operating systems, handling upgrades, and setting up user profiles.
- ****Troubleshooting Software and Hardware:**** Diagnosing common desktop problems related to hardware components, device drivers, and software applications.
- ****Networking and Connectivity:**** Configuring network settings, troubleshooting connectivity issues, and understanding basic networking concepts.
- ****Security Fundamentals:**** Applying basic security practices such as managing user permissions, configuring firewalls, and understanding malware protection.
- ****Customer Service Skills:**** Communicating effectively with end-users and providing technical support in a clear and patient manner.

These core skills helped IT professionals to not only resolve technical issues but also to deliver quality support experiences for users.

Why the MCDST Certification Matters in IT Support Careers

Even though Microsoft has phased out the MCDST, it remains relevant for a few reasons. First, many organizations still operate legacy Windows systems where the knowledge validated by MCDST is crucial. Moreover, the certification embodies fundamental IT support principles that are transferable to modern desktop and help desk roles.

For those working in environments with mixed or older Windows operating systems, the MCDST certification signals to employers a strong grasp of desktop support essentials. It also acts as a solid foundation for pursuing more advanced Microsoft certifications, such as the Microsoft Certified Systems Administrator (MCSA) or Microsoft Certified Solutions Expert (MCSE).

Transitioning from MCDST to Modern Certifications

Since the IT landscape changes rapidly, Microsoft has introduced certifications that focus on the latest technologies, including cloud computing and modern device management. Professionals holding the MCDST certification can consider transitioning to newer certifications like:

- ****Microsoft Certified: Modern Desktop Administrator Associate**** - Focuses on Windows 10 and enterprise-level device management.
- ****Microsoft Certified: Azure Fundamentals**** - Introduces cloud concepts that are increasingly relevant in IT support roles.
- ****CompTIA A+ Certification**** - Often considered complementary, this certification covers hardware, software, and networking essentials applicable to desktop support.

This transition not only keeps skills up to date but also expands career opportunities in an evolving job market.

How to Prepare for the Microsoft Certified Desktop Support Technician Exam

Preparing for the MCDST exam required a combination of hands-on experience and theoretical knowledge. Even though the certification is retired, understanding the preparation approach helps in grasping the skill set it tested.

Effective Study Strategies

- ****Hands-On Practice:**** Setting up test environments with Windows operating systems and practicing installation, configuration, and troubleshooting helped immensely.

- ****Review Official Microsoft Materials:**** Microsoft provided official training guides and practice exams that covered the exam's objectives.
- ****Join Study Groups and Forums:**** Engaging with peers in online forums or study groups helped clarify complex topics and share tips.
- ****Use Simulated Labs:**** Virtual labs or simulation software allowed candidates to experience real-world troubleshooting scenarios.

Even today, these techniques are useful for anyone seeking proficiency in desktop support and troubleshooting.

Important Topics to Master

The MCDST exam emphasized practical knowledge across these domains:

- Understanding Windows OS architecture and components.
- Software installation, updates, and patch management.
- Hardware troubleshooting including printers, monitors, and peripherals.
- Network configurations such as IP addressing, DNS, and VPNs.
- Security protocols including user authentication and malware removal.
- Customer support best practices and communication skills.

Mastering these areas ensured candidates could confidently support users and resolve issues efficiently.

Career Opportunities with Microsoft Certified Desktop Support Technician

Holding the MCDST certification opened doors to various entry to mid-level IT support roles. These jobs typically focus on maintaining desktop environments in businesses, schools, healthcare, and government institutions.

Common Job Roles for MCDST Professionals

- ****Desktop Support Technician:**** Providing on-site or remote assistance to end-users experiencing hardware or software issues.
- ****Help Desk Analyst:**** Serving as the first point of contact for technical support requests.
- ****IT Support Specialist:**** Managing routine maintenance, software deployment, and troubleshooting tasks.
- ****Field Service Technician:**** Traveling to client locations to fix hardware and network problems.
- ****Technical Support Representative:**** Assisting customers with product-related technical issues via phone or chat.

Many of these roles require strong problem-solving abilities, customer service skills, and solid technical knowledge – all of which were validated by the MCDST certification.

Salary and Job Outlook

While salaries vary by location, experience, and employer, MCDST-certified professionals typically earned competitive wages in line with other desktop support roles. As the demand for skilled IT support staff persists, foundational certifications like MCDST continue to be valued, especially in organizations using legacy systems or seeking reliable, certified technicians.

The Legacy and Evolution of Desktop Support Certifications

The Microsoft Certified Desktop Support Technician certification played a pivotal role during the rise of Windows-based desktop computing. It set a standard for what competent desktop support professionals should know and do.

Today, desktop support is evolving with the integration of cloud services, mobile device management, and automated troubleshooting tools. Certifications have adapted to this shift, but the principles behind MCDST remain relevant: understanding operating systems, troubleshooting hardware and software, networking basics, and delivering excellent user support.

For anyone interested in IT support, studying the MCDST framework offers valuable lessons in building a strong technical foundation. It reminds us that behind every smooth-running computer is a technician equipped with knowledge, patience, and problem-solving prowess.

Embarking on a career in desktop support can be incredibly rewarding, especially when equipped with certifications like the Microsoft Certified Desktop Support Technician. Whether you are revisiting the MCDST for legacy skills, or using it as a springboard to more advanced credentials, the knowledge and experience gained are indispensable tools in the dynamic world of IT.

Frequently Asked Questions

What is the Microsoft Certified Desktop Support Technician (MCDST) certification?

The MCDST certification is an entry-level credential from Microsoft that validates a professional's skills in supporting and troubleshooting desktop environments, including installing, configuring, and maintaining Windows operating systems and applications.

Is the MCDST certification still available?

No, the MCDST certification has been retired by Microsoft and is no longer available. It was replaced by newer certifications aligned with current Microsoft technologies and job roles.

What skills did the MCDST certification test?

The MCDST certification tested skills in desktop support, including installing and configuring Windows OS, troubleshooting hardware and software issues, performing preventative maintenance, and providing customer support.

Which exams were required to earn the MCDST certification?

To earn the MCDST certification, candidates had to pass two exams: Exam 70-271 (Installing, Configuring, and Administering Microsoft Windows XP Professional) and Exam 70-272 (Supporting Users and Troubleshooting a Microsoft Windows XP Operating System).

What are the modern alternatives to the MCDST certification?

Modern alternatives include certifications such as the Microsoft Certified: Modern Desktop Administrator Associate, which focuses on managing and securing Windows 10 and Windows 11 devices and related technologies.

How did the MCDST certification benefit IT professionals?

The MCDST certification helped IT professionals demonstrate their ability to provide technical support for desktop environments, enhancing their credibility, employability, and career advancement opportunities in IT support roles.

Can MCDST certified professionals still use their certification?

While the MCDST certification is retired, professionals who earned it can still highlight it on their resumes to showcase foundational knowledge, but they should consider obtaining current certifications to stay relevant in the industry.

What job roles are suitable for someone with MCDST certification?

Job roles suitable for MCDST holders included desktop support technician, help desk technician, IT support specialist, and other entry-level IT support positions focused on Windows desktop environments.

Additional Resources

Microsoft Certified Desktop Support Technician (MCDST): A Professional Review and Analysis

microsoft certified desktop support technician mcdst is a certification that has historically played a significant role in establishing foundational IT support skills, particularly for desktop and operating system troubleshooting within Microsoft environments. As organizations increasingly rely on complex

IT infrastructures, the demand for certified professionals adept in desktop support remains critical. The MCDST credential, once a staple for IT technicians, offers insights into both the evolving landscape of Microsoft certifications and the practical competencies required to manage and resolve common desktop issues.

Understanding the Microsoft Certified Desktop Support Technician (MCDST) Credential

The Microsoft Certified Desktop Support Technician certification was designed to validate the skill set of IT professionals responsible for desktop support and maintenance. Specifically targeting Windows operating systems such as Windows XP and Windows 2000, the MCDST certification demonstrated proficiency in diagnosing, troubleshooting, and resolving desktop-related problems. It was often considered an entry-level certification, ideal for those pursuing a career in IT support or help desk roles.

One of the defining features of the MCDST was its focus on real-world scenarios that desktop support technicians regularly face. Candidates were tested on their ability to install and configure hardware and software, manage system security, and troubleshoot network connectivity issues. This practical orientation gave employers confidence that certified individuals could handle day-to-day challenges effectively.

Historical Context and Evolution

Introduced in the early 2000s, the MCDST certification filled a niche for IT professionals supporting Windows environments prior to the widespread adoption of newer certification paths like Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified IT Professional (MCITP). However, as Microsoft's technology stacks evolved—moving from Windows XP and 2000 to Windows 7, 8, 10, and beyond—the relevance of the MCDST certification diminished, leading to its retirement.

Despite being retired, the legacy of the MCDST remains influential. It set a precedent for role-based certifications focusing on practical skills rather than theoretical knowledge alone. For many IT technicians, earning the MCDST was a stepping stone to more advanced certifications and career growth within the Microsoft ecosystem.

Core Competencies and Skill Sets Validated by MCDST

The Microsoft Certified Desktop Support Technician training and examination were built around a set of core competencies that remain relevant in modern desktop support roles. These include:

- **Operating System Installation and Configuration:** Proficiency in installing Windows operating systems, configuring hardware drivers, and setting up user accounts.

- **Troubleshooting and Problem Resolution:** Ability to diagnose and resolve issues related to software, hardware, and network connectivity.
- **Security and Maintenance:** Implementing security best practices like antivirus deployment, patch management, and user permissions.
- **Networking Fundamentals:** Understanding basic network concepts such as IP addressing, DNS, DHCP, and VPN configurations.
- **Customer Service and Communication:** Managing user interactions professionally while resolving technical problems efficiently.

These competencies ensured that MCDST-certified professionals could provide comprehensive desktop support services, minimizing downtime and improving user productivity.

Comparative Analysis: MCDST vs. Contemporary Microsoft Certifications

While the MCDST was pivotal during its time, Microsoft's certification landscape has since shifted toward role-based and technology-specific certifications. For example, certifications such as Microsoft Certified: Modern Desktop Administrator Associate (MD-100 and MD-101 exams) now cover many of the skills once validated by MCDST but with updated content tailored to Windows 10 and Microsoft 365 environments.

Comparing MCDST to these newer certifications highlights several key differences:

- **Scope and Focus:** MCDST concentrated on legacy Windows systems, whereas modern certifications address cloud integration, mobile device management, and contemporary security frameworks.
- **Exam Structure:** MCDST required passing two exams focused on installation/configuration and troubleshooting, while current certifications often combine multiple skill areas into fewer exams.
- **Technological Relevance:** Modern certifications emphasize current technologies such as Azure Active Directory, Intune, and Windows Autopilot, reflecting the shift toward cloud-first IT strategies.

Despite these differences, the foundational skills validated by MCDST remain valuable for understanding desktop support fundamentals.

Benefits and Limitations of the MCDST Certification

From an employer's perspective, hiring an MCDST-certified technician historically signaled a reliable baseline of desktop support expertise. The

certification helped standardize technical skills among IT staff and streamlined recruitment processes. For professionals, MCDST offered a clear pathway to enter the IT support field with industry-recognized credentials.

However, the certification had its limitations:

- **Limited Scope:** It focused primarily on desktop OS support without deeper emphasis on server-side or cloud technologies.
- **Rapid Obsolescence:** Given the fast pace of Microsoft's technology updates, certifications like MCDST quickly became outdated.
- **Competition with Other Certifications:** Competing certifications such as CompTIA A+ offered broader hardware and software support coverage, appealing to a wider audience.

These factors contributed to the eventual retirement of the MCDST certification and its replacement by more comprehensive and up-to-date credentials.

The Role of MCDST in Career Development

For many IT professionals, the MCDST served as an important credential to demonstrate proficiency in desktop support tasks. It enabled technicians to progress from help desk roles to more specialized positions such as system administration or network support. The certification also provided a framework for continuous learning, encouraging candidates to deepen their understanding of Windows operating systems and troubleshooting methodologies.

Even today, the knowledge and experience gained through MCDST training can be a valuable foundation for those pursuing modern Microsoft certifications or other IT qualifications.

Current Relevance and Legacy of Microsoft Certified Desktop Support Technician

Although the MCDST certification is no longer offered, its influence is evident in Microsoft's current approach to certification. The emphasis on practical skills, scenario-based testing, and role-specific knowledge has been carried forward into contemporary certification paths. Additionally, many organizations still value the skills historically associated with the MCDST, especially in environments maintaining legacy systems or requiring desktop support expertise.

For IT professionals and hiring managers, understanding the historical context of the MCDST can provide perspective on how desktop support roles have evolved and the competencies necessary to succeed in today's dynamic workplace.

The Microsoft Certified Desktop Support Technician served as a critical milestone in the professionalization of desktop support within Microsoft

ecosystems. While technology continues to advance, and certifications adapt accordingly, the core skills of effective troubleshooting, user communication, and system maintenance remain as relevant now as ever.

Microsoft Certified Desktop Support Technician Mcdst

microsoft certified desktop support technician mcdst: Microsoft Certified Desktop Support Technician 55 Success Secrets - 55 Most Asked Questions on Microsoft Certified Desktop Support Technician - What Y Chris Stafford, 2013-07 There has never been a Microsoft Certified Desktop Support Technician Guide like this. Microsoft Certified Desktop Support Technician 55 Success Secrets is not about the ins and outs of Microsoft Certified Desktop Support Technician. Instead, it answers the top 55 questions that we are asked and those we come across in our forums, consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. Get the information you need--fast! This comprehensive guide offers a thorough view of key knowledge and detailed insight. This Guide introduces everything you want to know to be successful with Microsoft Certified Desktop Support Technician. A quick look inside of the subjects covered: What is shared folder access? - Microsoft Certified Desktop Support Technician (MCDST), What are the security properties of Internet Explorer? - Microsoft Certified Desktop Support Technician (MCDST), Potential Benefits of a Microsoft Certified Desktop Support Technician/ MCDST, What are importing, exporting, and archiving of outlook express? - Microsoft Certified Desktop Support Technician (MCDST), What is hardware profile? - Microsoft Certified Desktop Support Technician (MCDST), How to setup email account in Microsoft Outlook - Microsoft Certified Desktop Support Technician (MCDST), What are disk problems? - Microsoft Certified Desktop Support Technician (MCDST), What are the standard NTFS permissions? - Microsoft Certified Desktop Support Technician (MCDST), What are the features of the application security? Describe in details. - Microsoft Certified Desktop Support Technician (MCDST), How to configure accounts into Windows XP - Microsoft Certified Desktop Support Technician (MCDST), What is Post-Installation Configuration for Windows XP? - Microsoft Certified Desktop Support Technician (MCDST), What is driver signing? - Microsoft Certified Desktop Support Technician (MCDST), How to customize fonts and folders in Windows XP - Microsoft Certified Desktop Support Technician (MCDST), How to setup the application security - Microsoft Certified Desktop Support Technician (MCDST), What should you do when the installation failed to start? - Microsoft Certified Desktop Support Technician (MCDST), How to create a new e-mail account from an ISP in Outlook Express - Microsoft Certified Desktop Support Technician (MCDST), How to Be an MCDST/ Microsoft Certified Desktop Support Technician?, What types of cookies are available? - Microsoft Certified Desktop Support Technician (MCDST), How to install Windows from network - Microsoft Certified Desktop Support Technician (MCDST), Microsoft Certified Desktop Support Technician - Microsoft Certified Desktop Support Technician (MCDST), and much more...

microsoft certified desktop support technician mcdst: MCDST: Microsoft Certified Desktop Support Technician Study Guide Bill Ferguson, 2006-02-20 Here's the book you need to prepare for Microsoft's new MCDST exams—70-271: Supporting Users and Troubleshooting a Microsoft XP Operating System; and 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System. This two-in-one Study Guide was developed to meet the exacting requirements of today's certification candidates. In addition to the consistent and accessible instructional approach that earned Sybex the Best Study Guide designation in the 2003 CertCities Readers Choice Awards, this book provides: In-depth coverage of all exam topics Practical information on supporting users and troubleshooting applications Hundreds of challenging review questions Leading-edge exam preparation software, including a test engine

and electronic flashcards Authoritative coverage of all exam objectives, including: Exam 70-271: Installing a Windows Desktop Operating System Managing and Troubleshooting Access to Resources Configuring and Troubleshooting Hardware Devices and Drivers Configuring and Troubleshooting the Desktop and User Environments Troubleshooting Network Protocols and Services Exam 70-272: Configuring and Troubleshooting Applications Resolving Issues Related to Usability Resolving Issues Related to Application Customization Configuring and Troubleshooting Connectivity for Applications Configuring Application Security Note:CD-ROM/DVD and other supplementary materials are not included as part of eBook file.

microsoft certified desktop support technician mcdst: MCDST Microsoft Certified Desktop Support Technician Certification Exam Preparation Course in a Book for Passing the MCDST Microsoft Certified Desktop Support Technician Exam - the How to Pass on Your First Try Certification Study Guide William Manning, 2009 This self-study exam preparation guide for the MCDST Microsoft Certified Desktop Support Technician certification exam contains everything you need to test yourself and pass the Exam. All Exam topics are covered and insider secrets, complete explanations of all MCDST Microsoft Certified Desktop Support Technician subjects, test tricks and tips, numerous highly realistic sample questions, and exercises designed to strengthen understanding of MCDST Microsoft Certified Desktop Support Technician concepts and prepare you for exam success on the first attempt are provided. Microsoft Certified Desktop Support Technician is designed to validate a person's ability to successfully troubleshoot desktop environments running a Microsoft Windows operating system. The certification does not focus just on the technical knowledge required in situation, but the soft skills to educate users to solve hardware and software problems with the operating system and applications. Can you imagine valuing a book so much that you send the author a Thank You letter? Tens of thousands of people understand why this is a worldwide best-seller. Is it the authors years of experience? The endless hours of ongoing research? The interviews with those who failed the exam, to identify gaps in their knowledge? Or is it the razor-sharp focus on making sure you don't waste a single minute of your time studying any more than you absolutely have to? Actually, it's all of the above. This book includes new exercises and sample questions never before in print. Offering numerous sample questions, critical time-saving tips plus information available nowhere else, this book will help you pass the MCDST Microsoft Certified Desktop Support Technician exam on your FIRST try. Up to speed with the theory? Buy this. Read it. And Pass the MCDST Microsoft Certified Desktop Support Technician Exam.

microsoft certified desktop support technician mcdst: MCDST: Microsoft Certified Desktop Support Technician Study Guide Bill Ferguson, Brad Causey, 2006-07-05 If you're seeking MCDST certification, here's the book you need to prepare for Exam 70-271, Supporting Users and Troubleshooting a Microsoft XP Operating System, and Exam 70-272, Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System. This revised and updated Deluxe Edition features over 200 pages of new content-including the very latest updates to the exams as well as case studies-and provides complete instruction to meet the exacting requirements of each exam. Prepare for your certification and career with this two-in-one, value-packed guide. Inside you'll find: Practical information on how to analyze problems and provide support to end users Hundreds of challenging review questions Bonus CD loaded with exam prep software, four bonus exams, Sybex test engine, and 300 electronic flashcards Authoritative coverage of all exam objectives, including: Exam 70-271 Installing a Windows Desktop Operating System Managing and Troubleshooting Access to Resources Configuring and Troubleshooting Hardware Devices and Drivers Configuring and Troubleshooting the Desktop and User Environments Troubleshooting Network Protocols and Services Exam 70-272 Configuring and Troubleshooting Applications Resolving Issues Related to Usability Resolving Issues Related to Application Customization Configuring and Troubleshooting Connectivity for Applications Configuring Application Security SYBEX TEST ENGINE: Test your knowledge with advanced testing software. Includes all chapter review questions plus bonus exams. ELECTRONIC FLASHCARDS: Reinforce

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microsoft certified desktop support technician mcdst: MCDST 100 Success Secrets
Microsoft Certified Desktop Support Technician 100 Most Asked Questions on Supporting Users and Troubleshooting a Microsoft Windows Operating System and Desktop Applications James Thompson, 2007-07 In the world of IT, competition has become fierce and keeping your edge may require certification. Discover the secrets behind being successful on your Microsoft Certified Desktop Support Technicians (MCDST) exam by investing in this introduction book. The Microsoft Certified Desktop Support Technician (MCDST) certification will get you started in your IT career by ensuring you have the skills to successfully troubleshoot desktop environments running on the Microsoft Windows operating system. Suppose you were looking to hire someone for your help desk. You narrow it down to the final two candidates You ask them how well they know Windows. One says, I know it pretty well. The other says, I'm a Microsoft Certified Desktop Support Technician on Windows. Which would you hire? The second candidate will give you a higher feeling of confidence. To make yourself be the second candidate is the only reason for taking this test. And if you want to get to know what MCDST is about - this is the book for you. The contents of the book are just about what you'd expect: it will not give you the ins and outs of the exam - but a general overview of the 100 most asked questions around MCDST: everything you need to know to support end users running (or trying to run Windows). Among everything else this includes: installing, setting up users and groups, understanding file and folder access, installing and managing hardware (display, I/O, storage, printers), networking, accessing the internet.

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microsoft certified desktop support technician mcdst: Mcdst Microsoft Certified Desktop Support Technician, Study Guide, Deluxe Ed (exams 70-271 & 70-272) Bill Freguson & Brad Causey, 2006-05 Market Desc: · Individuals studying to take the 70-271 and 70-272 exams to achieve MDST certification· Individuals seeking entry-level positions in IT departments of small, medium, and large companies running Windows on the desktop Special Features: · Completely revised and refreshed Deluxe Edition. Contains over 200 pages of additional troubleshooting and critical support content, and additional CD content: 4 bonus exams and 300 flashcards!· MCDST is currently Microsoft's fastest growing credential. Microsoft has issued ~8,200 MCDST certifications since it was first introduced in February 2004.· Tremendous value for customers--two exams covered in a single, low-priced volume! Compare to two-volume coverage from Microsoft Press. · Certification was developed to meet a need, not create one. About The Book: Entry level desktop support positions continue to be in high demand in companies of all sizes. And with over 90% of desktops running Windows, the skill set required to land these jobs is fairly straight forward--but,

until now, the means to acquire (and assess) them hasn't been. The MCDST (Microsoft Certified Desktop Support Technician) was developed to ensure that individuals entering the IT workforce have the skills needed to successfully manage and troubleshoot desktop environments running Windows. MCDST Study Guide, Deluxe Edition covers both exams in one comprehensive guide. Part I covers all the objectives and more in exam 70-271 and Part II goes into depth on exam 70-272.

microsoft certified desktop support technician mcdst: Getting an IT Help Desk Job For Dummies Tyler Regas, 2015-04-15 Stand out in one of IT's fastest growing job markets. If you're looking for a job in IT, the help desk is the heart and soul of most IT operations, and an excellent starting point for a promising career. With the help of *Getting an IT Help Desk Job For Dummies*, you'll gain the knowledge and know-how to cut through the confusion of navigating the Information Technology job market. IT can be intimidating to hopeful-yet-inexperienced job candidates, but this guide will help you find and land the job of your dreams. Through easy-to-follow explanations, authoritative information, and a bit of humor, *Getting an IT Help Desk Job For Dummies* serves as your thorough and approachable guide to maximizing your competitive edge in this booming market. The IT job market has continued to expand as technology matures and deepens its roots in business operations. This is good news for you! However, it makes it that much harder to get a job in IT, as recent grads and other professionals are practically stampeding to get their feet in the door of this rapidly expanding industry. Luckily, *Getting an IT Help Desk Job For Dummies* gives you an advantage by providing expert instruction on how to score an interview and secure a job offer, the skills needed to obtain and maintain an IT position, and authoritative information on how to establish a career path in the IT field. Explore careers in the IT Help Desk field and establish the path you want to follow. Plan for post-education certifications and training to make yourself more marketable. Get expert guidance for creating a winning resume and cover letter. Prepare for your IT Help Desk interview. Loaded with simple, straight-forward advice, *Getting an IT Help Desk Job For Dummies* is your all-in-one guide to starting your IT career on the right foot!

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microsoft certified desktop support technician mcdst: Exam 70-643 Windows Server 2008 Applications Infrastructure Configuration Microsoft Official Academic Course, 2008-07-08 Exam 70-643, Windows Server 2008 Applications Platform Configuration. The newest iteration of the Microsoft Official Academic Course (MOAC) program for network administration courses using Windows Server 2008 and mapping to the Microsoft Certified Technology Specialist (MCTS) 70-643 certification exam. The MOAC IT Professional series is the Official from Microsoft, turn-key Workforce training program that leads to professional certification and was authored for college instructors and college students. MOAC gets instructors ready to teach and students ready for work by delivering essential resources in 5 key areas: Instructor readiness, student software, student assessment, instruction resources, and learning validation. With the Microsoft Official Academic course program, you are getting instructional support from Microsoft; materials that are accurate and make course delivery easy. Request your sample materials today.

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earned Sybex the Best Study Guide designation in the 2003 CertCities Readers Choice Awards, this book provides: Clear and concise information on designing a secure Windows based network Practical examples and insights drawn from real-world experience Leading-edge exam preparation software, including a testing engine and electronic flashcards for your Palm You'll also find authoritative coverage of key exam topics, including: Creating the Conceptual Design for Network Infrastructure Security by Gathering and Analyzing Business and Technical Requirements Creating the Logical Design for Network Infrastructure Security Creating the Physical Design for Network Infrastructure Security Designing an Access Control Strategy for Data Creating the Physical Design for Client Infrastructure Security Note: CD-ROM/DVD and other supplementary materials are not included as part of eBook file.

microsoft certified desktop support technician mcdst: MCTS 70-680 Exam Cram Patrick Regan, 2011-03-08 MCTS 70-680: Microsoft Windows 7, Configuring is the perfect study guide to help you pass Microsoft's MCTS 70-680 exam. It provides coverage and practice questions for every exam topic. The book contains an extensive set of preparation tools, such as quizzes, Exam Alerts, and a practice exam, while the CD provides real-time practice and feedback with two complete sample exams. Covers the critical information you'll need to know to score higher on your MCTS 70-680 exam! . Understand how Windows 7 differs from previous versions . Install, upgrade, and migrate to Windows 7 . Configure basic and advanced Windows networking . Enforce security with Windows Firewall and Windows Defender . Administer users, systems, disks, and printers . Manage and safely share files and folders . Work with Windows applications and Internet Explorer 8 . Support mobile computers . Remotely manage Windows systems . Optimize Windows 7 system performance . Efficiently back up systems and reliably recover them CD FEATURES 2 complete sample exams The test engine gives you an effective tool to assess your readiness for the exam . Detailed explanations of correct and incorrect answers . Multiple test modes . Random questions and order of answers . Coverage of each MCTS 70-680 exam objective

microsoft certified desktop support technician mcdst: MCSE Windows Server 2003 Active Directory and Network Infrastructure Design Study Guide Brad Price, 2008-03-11 Here's the book you need to prepare for the Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure exam (70-297). This Study Guide was developed to meet the exacting requirements of today's certification candidates. In addition to the consistent and accessible instructional approach that earned Sybex the Best Study Guide designation in the 2003 CertCities Readers Choice Awards, this book provides: Clear and concise information on designing an Active Directory network infrastructure Practical examples and insights drawn from real-world experience Leading-edge exam preparation software, including a testing engine and electronic flashcards for your Palm You'll also find authoritative coverage of key exam topics, including: Creating the Conceptual Design by Gathering and Analyzing Business and Technical Requirements Creating the Logical Design for an Active Directory Infrastructure Creating the Logical Design for a Network Services Infrastructure Creating the Physical Design for an Active Directory and Network Infrastructure

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Alexander, 2008-03-30 Organizations with computer networks, Web sites, and employees carrying laptops and Blackberries face an array of security challenges. Among other things, they need to keep unauthorized people out of the network, thwart Web site hackers, and keep data safe from prying eyes or criminal hands. This book provides a high-level overview of these challenges and more. But it is not for the hard-core IT security engineer who works full time on networks. Instead, it is aimed at the nontechnical executive with responsibility for ensuring that information and assets stay safe and private. Written by a practicing information security officer, Philip Alexander, the book contains the latest information and arms readers with the knowledge they need to make better business decisions. Information Security: A Manager's Guide to Thwarting Data Thieves and Hackers covers the following technical issues in a nontechnical manner: -The concept of defense in depth -Network design -Business-continuity planning -Authentication and authorization -Providing security for your mobile work force -Hackers and the challenges they can present -Viruses, Trojans, and worms But it doesn't stop there. The book goes beyond the technical and covers highly important topics related to data security like outsourcing, contractual considerations with vendors, data privacy laws, and hiring practices. In short, Alexander gives the reader a 360-degree look at data security: What to be worried about; what to look for; the tradeoffs among cost, efficiency, and speed; what different technologies can and can't do; and how to make sure technical professionals are keeping their eyes on the right ball. Best of all, it conveys information in an understandable way, meaning managers won't need to rely solely on the IT people in their own company—who may speak an entirely different language and have entirely different concerns. Hackers and data thieves are getting smarter and bolder every day. Information Security is your first line of defense.

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