TAACTIC
Technical support for the digital skills

IO5- Educational resources for training in digital occupations

taactic
ICT SKILLS FOR ALL

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	Resource n°	**67**
	Partner	**Fundacion Esplai**
	Occupation	Technical and Commercial support (Call center, Helpdesk....)
	Title of the resource	Coursera: Technical Suport Fundamentals
	Visual overview	
	Type of resource	Training program, Course material
	Links with IO4 recommendations	**This e-learning training course is based on real practice in the sector, it includes technical and transversal skills, troubleshooting contents, common problem-solving methodologies and customer service.**
	Innovation-Key points	MOOC format, practical contents and activites oriented towards end user, including p2p collaboration and real situations in ICT support and customer attention.
	General Description	This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. In this course, you'll be introduced to the world of Information Technology, or IT. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service.
	Format	MOOC
	Tools and methods	Practical methodology with knowledge tests, videos, reading contents, forums discussion.
	Targeted audiences/ Targets	Anyone interested on make a career on ICT technical and customer support

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	Source/URL	https://www.coursera.org/learn/technical-support-fundamentals
	Language(s) available	English, Subtitles for videos on French, Spanish and Italian
	Sitography and/or bibliography	https://www.coursera.org/learn/technical-support-fundamentals/home/info
	Prerequisite/ Material needed	
	Additional information	

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