



Free online education: Google IT Support Certification

By JM Lucien

As Google recently released the **Google IT Support Professional Certification** through the [Coursera](#) learning platform, I thought it would be interesting to cover what a Google Certification offers. With the numerous certification programs out there, what makes Google's certification special? How is it different and who should take it?

I visited the Coursera website and noticed there was an offer for a [scholarship](#), which I applied for. Google realizes that tech training is not cheap, especially if you are a student or unemployed. Qualifying candidates must be US residents, at least 18 years old and complete the full application of about 11 questions, which include 2 short essays. I was accepted to the course and qualified for aid, so I'm taking it and documenting my journey on [SteemIT](#).

The **Google IT Support Professional Certification** is a 6-course series geared towards anyone looking to get into IT Support, transition to IT support from another department, wants to build on his current skill sets in IT support, or who needs a refresher on the foundations of IT. You have to pass all 6 classes to receive the certification.

The 6 courses are:

1. Technical Support Fundamentals – Introduction to IT and customer support
2. The Bits and Bytes of Computer Networking – An overview of networking
3. Operating Systems and You – Exploring Windows and Linux operating systems
4. System Administration and IT Infrastructure Services – Maintaining computers in a multi-user environment
5. IT Automation – Using tools to manage IT infrastructure
6. IT Security – Visit concepts on best practices, tools and security concepts

Each class is broken up into 6 modules, each with a combination of video training, written exercises, reading, practice exercises, hands-on labs, quizzes, exams for each module, and a final exam for each course.

Google has provided a great mix of exercises and video so you don't get bored. They even ask questions during the video to make sure you're paying attention. The videos vary between 2 and 20 minutes to keep help keep you focused.

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