IT Help Desk and Desktop Support: PC Hardware, Windows and Troubleshooting

13 – 17 September 2027
Dubai - Five-star CBD venue



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Introduction:

IT help desk teams lose hours when laptops are swapped instead of repaired, Windows builds drift from one desk to the next, printers stay offline for days and users repeat the same fault to three different technicians. This Core Concept course gives first-line and desktop support staff a bench-level grasp of PC, laptop and mobile hardware, Windows installation and configuration, and a structured method for fault-finding across hardware, the operating system and applications. Every day includes hands-on lab work, and participants finish by assembling a Desktop Support Troubleshooting Toolkit for their own device fleet.

Course Objectives:

- Identify desktop, laptop and mobile device components and replace common field-replaceable parts safely
- Install, repair and configure Windows, including disks, user accounts, local policies and recovery options
- Apply a six-step troubleshooting method to boot, performance, application and peripheral faults and record each step
- Resolve end-user connectivity, access and printing problems with built-in Windows diagnostic commands
- Remove malware, restore account access and guide users through safe sign-in practice
- Run remote support sessions and write clear ticket notes, handing off to the next support tier with a complete fault history

Target Audience:

- First-line support staff who take user calls, chats and walk-up requests and resolve them at first contact
- Desktop support staff who repair, rebuild and replace PCs, laptops, printers and peripherals on site
- Field and branch technicians who look after end-user devices across several offices or plants
- IT operations staff who prepare new devices, apply updates and keep the endpoint fleet healthy
- Staff moving into IT support roles from other technical or administrative functions

Course Outline:

Day 1: End-User Computing Foundations and the Support Tiers

- Tier I to Tier IV Support Model: Scope, Escalation and Vendor Handoff
- Desktop, Laptop, Tablet and Smartphone Form Factors in an Enterprise Device Fleet
- Motherboard, CPU, RAM, SSD and Power Supply Identification on the Repair Bench
- Laptop Field-Replaceable Parts: Battery, Display, Keyboard and Docking Station
- Current-State Fleet Audit: Asset Tags, Warranty Status and Recurring Fault Log

Day 2: Windows Installation, Configuration and Endpoint Management

- Windows Clean Install, Upgrade and In-Place Repair with UEFI Settings and Disk Partitioning
- Windows Settings, User Accounts and the Local Group Policy Editor
- Disk Management, NTFS Permissions, File History and System Restore Points
- Microsoft Intune and Configuration Manager Co-Management Workloads at Overview
- Windows Autopilot Provisioning, Device Imaging and Windows Update Policies

Day 3: Structured Fault-Finding for Hardware, Windows and Applications

- Six-Step Troubleshooting Method: Identify, Theorise, Test, Plan, Verify and Document
- POST Beep Codes, Boot Failures and Blue Screen Stop Code Diagnosis
- Task Manager, Event Viewer, Reliability Monitor and Device Manager Checks
- Office Application and Mail Profile Faults: Repair, Reset and Reinstall
- Printer and Peripheral Faults: Drivers, Print Spooler Queues, Scanners and USB Devices

Day 4: Connectivity, Security and Difficult Support Cases

- End-User Connectivity Checks with ipconfig, ping, nslookup and Wi-Fi Profile Reset
- VPN Client, Mapped Drive and Shared Folder Access Failures
- Malware Symptom Recognition and Microsoft Defender Scan, Quarantine and Clean-Up
- Account Hygiene: Password Resets, Multifactor Sign-In and Microsoft Entra ID Account Checks
- Tech Support Scam Awareness and Lost Mobile Devices: Remote Lock and Factory Reset

Day 5: Repair Bench Lab, User Conversations and the Support Toolkit

- Ticket Note Writing: Symptom, Steps Taken, Fix Applied and Escalation Handoff
- Remote Support Session Conduct with Quick Assist and Intune Remote Actions
- Generative AI Assistants in Desktop Support: Drafting Replies and Searching Fix Articles
- Lab: Timed Multi-Fault Laptop and Printer Scenario
- Desktop Support Troubleshooting Toolkit Assembly and Peer Review

Skills You Will Gain:

- Hardware Component Replacement
- Windows Build and Configuration
- Boot and Stop Code Diagnosis
- Peripheral and Printer Repair
- Endpoint Connectivity Checks
- Malware Clean-Up
- Remote Support Delivery
- User-Facing Communication

Why Attend This Course:

- Return with a Desktop Support Troubleshooting Toolkit of checklists, commands and ticket note templates matched to your own device fleet
- Fix more faults at the first visit by working through the same method on every laptop, printer and account problem
- Practise on real hardware and Windows systems each day rather than only reading slides
- Compare support practice with technicians from offices, hospitals, schools, plants and service providers

Conclusion:

Good desktop support shows in devices that come back working the first time, users who understand what was done and tickets the next tier can pick up without starting again. The week moves from hardware components and the support tiers, through Windows installation and endpoint management with Intune and Configuration Manager, to structured fault-finding, connectivity checks and end-user security. The final day brings these together in a timed repair bench lab and a Desktop Support Troubleshooting Toolkit that each participant takes back to the desk.