MERCURY

Technical Support for IT Troubleshooting and Issue Resolution

22 – 26 November 2026
Cairo (Egypt)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Technical Support for IT Troubleshooting and Issue Resolution

Ref: 121388_1030512 **Date:** 22 – 26 November 2026 **Location:** Cairo (Egypt) **Fees:** 4000 Euro

Introduction

This Technical Support for IT Troubleshooting and Issue Resolution course provides a comprehensive foundation in technical support for troubleshooting and resolving issues in modern digital environments. It focuses on building systematic problem-solving capabilities required to diagnose, analyze, and resolve common and complex IT incidents. Participants will explore structured approaches to identifying root causes, evaluating solution options, and implementing timely corrective actions. The program emphasizes practical decision-making, service efficiency, and user-focused support delivery. It also highlights best practices for IT support workflows, incident management, and preventive maintenance. Professionals will enhance operational continuity and improve IT service performance.

Targeted Groups

This Technical Support for IT Troubleshooting and Issue Resolution training targets professionals seeking knowledge and skills:

- IT support specialists are seeking structured troubleshooting methods.
- Help desk staff are aiming to improve incident resolution speed.
- System administrators are responsible for managing technical issues.
- Network support engineers handling user-reported problems.
- Technical support team leaders are improving service quality.
- Entry-level IT professionals building troubleshooting expertise.
- Operations staff supporting enterprise IT environments.

Course Objectives

Participants will achieve the following objectives by completing the Technical Support for IT Troubleshooting and Issue Resolution course:

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- Understand core principles of IT technical support and troubleshooting.
- Identify common hardware, software, and network issues accurately.
- Apply structured IT troubleshooting methodologies effectively.
- Analyze root causes using systematic diagnostic techniques.
- Evaluate multiple solution paths for technical incidents.
- Implement timely and effective strategies for issue resolution.
- Improve help desk performance and response workflows.
- Strengthen incident documentation and reporting practices.
- Enhance user communication during technical problem resolution.
- Reduce recurring IT incidents through preventive actions.
- Support service continuity in enterprise IT environments.
- Measure and improve the efficiency of IT support services.

Targeted Competencies

Participants will gain the following competencies during the Technical Support for IT Troubleshooting and Issue Resolution program:

- Professional IT troubleshooting and diagnostic thinking.
- Structured technical problem analysis skills.
- Efficient help desk and user support practices.
- Root cause identification and verification capability.
- Technical decision-making under time constraints.
- Incident prioritization and escalation management.
- Clear technical communication with end users.
- Preventive maintenance planning for IT systems.
- Performance monitoring of IT support services.
- Continuous improvement of technical support workflows.

Studying Scenarios

In this Technical Support for IT Troubleshooting and Issue Resolution training, participants develop skills through the following scenarios:

- Diagnosing recurring network connectivity failures in a corporate office.
- Resolving critical system performance degradation affecting users.
- Handling high-priority help desk tickets under time pressure.
- Investigating software conflicts after system updates.
- Managing user access and authentication issues securely.
- Prioritizing multiple IT incidents during peak operations.
- Documenting and closing incidents using best-practice workflows.

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Course Content

Unit 1: Foundations of IT Technical Support and Troubleshooting

- Overview of modern IT technical support environments and service expectations.
- Role of IT troubleshooting in maintaining business continuity.
- Key concepts of incident management and service desk operations.
- Types of IT issues: hardware, software, network, and user-related problems.
- Introduction to structured troubleshooting frameworks.
- Understanding service level agreements and response priorities.
- Importance of user experience in technical support delivery.

Unit 2: Problem Analysis and Root Cause Identification

- Techniques for effective problem definition and scope clarification.
- Gathering accurate incident information from users and monitoring tools.
- Using logical troubleshooting steps to isolate technical faults.
- Root cause analysis methods for recurring IT incidents.
- Differentiating symptoms from underlying technical problems.
- Utilizing diagnostic tools for system and network analysis.
- Documenting findings for repeatable troubleshooting processes.

Unit 3: Solution Evaluation and Implementation

- Identifying multiple solution paths for IT technical issues.
- Assessing risk and impact before applying fixes.
- Selecting the most effective and timely resolution approach.
- Applying safe change practices during incident resolution.
- Verifying successful problem resolution and system stability.
- Communicating solutions clearly to end users.
- Recording resolution steps for the knowledge base.

Unit 4: Help Desk Operations and Incident Management

- Structure and workflow of high-performing IT help desks.
- Ticket lifecycle management and prioritization techniques.
- Managing high-volume technical support requests efficiently.
- Escalation procedures for complex IT problems.
- Improving first-call resolution rates in support teams.
- Performance metrics for IT support and service desks.
- Continuous improvement of incident management processes.

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Unit 5: Preventive Support and Service Optimization

- Proactive monitoring to detect potential IT failures early.
- Preventive maintenance strategies for systems and networks.
- Building knowledge bases for faster troubleshooting.
- Automation opportunities in IT technical support workflows.
- Enhancing user satisfaction through responsive support services.
- Reducing downtime through predictive support practices.
- Establishing continuous improvement cycles in IT support.

Final Insights & Key Takeaways

Effective technical support depends on structured troubleshooting, rapid analysis, and timely resolution of IT issues. Organizations that strengthen their IT support capabilities achieve higher service reliability, reduced downtime, and improved user satisfaction.