



- Microsoft
- CompTIA
- EC-Council
- Prometric
- Sandler Sales Institute

Microsoft Certified IT Professional Enterprise Support Technician

Certification: MCITP: Enterprise Support Technician

Overview: The Microsoft Certified IT Professional: Enterprise Support Technician (MCITP: Enterprise Support Technician) possesses the high level of knowledge and skills needed to support end users in medium-sized or enterprise environments with the most critical and difficult support issues. This includes the knowledge and skills to diagnose and resolve all types of desktop support issues, as well as issues involving mobile and personal devices.

MCITP candidates must pass one exam that focuses on responding to issues assigned or escalated from Tier 1 support, using a trouble ticket system to manage workflow; installing and configuring desktop operating systems and applications; and troubleshooting desktop networking and connectivity issues. Successful candidates will also prove their expertise in installing and configuring hardware devices and drivers, troubleshooting hardware devices and drivers, escalating complex issues to the appropriate administrator, installing and testing department-specific and line-of-business application on end-user computers, making necessary changes to end-user desktops, and re-imaging end-user desktops on an as-needed basis.

- Microsoft Exam: 70-622 Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians
 - VTEC Courses: [5105](#), [5118](#), & [5119](#)

