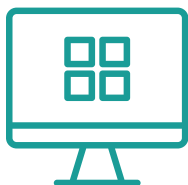


Microsoft 365 Training

INDUSTRY FACTS



What do desktop administrators do?

Desktop administrators carry a lot on their shoulders. They're responsible for

maintaining an org's workflow and keeping the lines of communication open. They install, configure, upgrade, maintain, and support desktop systems—all in an effort to keep their business from flying off the rails.

Here's a breakdown of their responsibilities:

- Developing preventive maintenance procedures to avoid system failures.
- Setting user access rights and permissions and creating VPN accounts.
- Maintaining servers, computers, printers, and other software and hardware peripherals.
- Performing data center and network-related tasks.
- Troubleshooting technical issues.
- Performing repairs and replacing software.
- Training new hires.



Where do they work?

Desktop administrators often work in offices, hospitals, or even from home—generally 40 hours a week.

How much do they earn?

According to Glassdoor, the national average salary for a Desktop Administrator is \$56,396 in the United States.

How's the job outlook?

Employment of network and computer systems administrators is projected to grow 5% through 2028. It's a steady increase that should hold (or rise) as more and more companies invest in IT personnel.

"I was very impressed with what CareerStep had to offer. Affordable pricing for a comprehensive program, combined with the support and flexibility I needed. A perfect choice!"

JESSICA, CAREERSTEP LEARNER

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PROGRAM DETAILS

Improve Your Life

When it comes to career training, you'll find a lot of posers out there. Con artists that'll try to impress you with fancy hyperbole. But through all the noise, the distinct sound of success can be heard. Your success. All it takes is a little push. A nudge in the right direction—and your whole life could change. New doors opened. New worlds discovered. New opportunities explored. With CareerStep, it all could happen in as little as 3 months.

Prepare For A Better Job

Desktop administrators shoulder a lot of responsibility. They're tech-savvy, organized, and incredibly motivated. It's this combination of skills that make them such valuable contributors—in any business setting. They're well paid, too. With the right training, you could step right into this challenging, rewarding, and highly impactful career.

Learn Your Way (From Home)

With online training, you can absorb more knowledge and learn more skills—fast.

- Study on a schedule that fits your life
- Progress at a pace that matches your learning style
- Adjust the time and effort you devote to your coursework each day

Receive Coaching and Guidance

When you train with CareerStep, we back you every step of the way—from enrollment through course completion.

- Learner support
- Technical support
- Career support

Get Certified

Once you complete your program, you'll be set to take the **Microsoft 365 Certified: Modern Desktop Administrator Associate** certification exam.

Program Modules and Approximate Completion Hours

Module Name
Program Orientation
Course Introduction
Windows Installation
System Imaging
Windows Device and User Management
Hardware Management
Network Configuration
Application Management
System Access
Resource Sharing
Mobile Computing
System Monitoring and Maintenance
System Protection
Windows Defender
Client Pro Practice Exams
Microsoft MD-100 Practice Exams
Microsoft MD-101 Practice Exams
Client Pro Certification Exam (Optional, Single Attempt Only)
Final Exam

TOTAL HOURS: 115