

Grow with Google

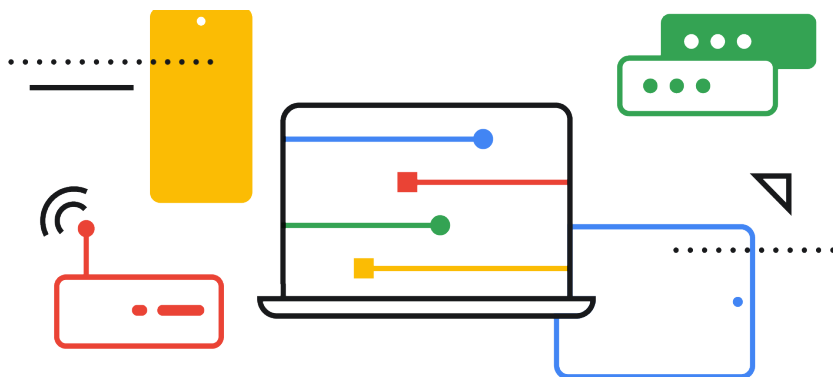
Google IT Support Certificates

Do you like solving problems and helping others?

Prepare for a new career in the high-growth field of IT support in under six months, no experience required. You'll get professional training designed by Google, along with the opportunity to connect with top employers that are currently hiring.

Get started at hiringourheroes.org/career-forward.

What is IT support?



Businesses, nonprofits, school systems, and government organizations all rely on technology. Computers break, systems fail, phones die — when that happens, we need experts to fix them. IT support is all about troubleshooting and problem solving when the tech fails, and providing great customer service along the way. This includes setting up computers for users within an organization, overseeing computer systems, and debugging whenever a problem arises. A job in IT can mean in-person or remote help-desk work in a range of organizations across many different industries.

\$50,800
average entry-level
salary in IT support¹

340,500
in-demand job
openings in IT support¹



“I love my new job. I think one of the most validating things in the world is recognizing that you’ve helped someone.”

—Daniel Anderson,
IT Support Specialist and certificate graduate

Get a job in IT support, with help from Google.

Learn the foundations of IT support and get the job-ready skills you need to kick-start your career in a fast-growing field.

You’ll learn about:



Troubleshooting
and customer care



Networking



Operating systems



System administration



Security

Why earn a Google IT Support Certificate?

A path to in-demand jobs:

Connect with top employers, like Deloitte, Infosys, Snap Inc., Target, and Verizon, that are currently hiring.

No experience necessary:

Learn job-ready skills, even with no relevant experience.

Learn at your own pace:

Complete the online program on your own terms with under 10 hours of flexible study per week.²

Stand out to employers:

Make your resume competitive with a credential from Google.

Get started at hiringourheroes.org/career-forward.