Grow with Google

Google IT Support Professional Certificate

The Google IT Support Professional Certificate prepares you for an entry-level job in IT support in under six months. No experience is necessary.

Visit grow.google/itcert to learn more

215,000

Number of **unfilled IT support jobs** across the U.S. [1]

$53,470

The **median annual wage** for computer user support specialists. [2]

<6 months

The average time it takes to **complete the program** when dedicating around 5 hours per week
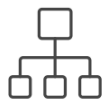
Based on the training that Google developed to prepare its own IT support staff, the certificate program consists of five courses. Hosted on Coursera, they cover key topics in IT support:

Troubleshooting   Customer Service   Networking   System Administration   Security   Operating Systems

#ITCert Stories

"After adding the Google IT Professional Certificate to my resume I found myself almost immediately employed. I went from working night shifts as a security officer to getting an entry level job as an IT specialist."

-Daniel

What is IT Support?

IT support is one of the fastest growing fields in the United States. When computer systems fail or hardware breaks down, IT support professionals are the skilled workers who solve the problems. Their median salary is about $53,470 per year.

Get Job Search Help

Once you complete the certificate, you can choose to have your information sent to leading employers including Bank of America, Cognizant, GE Digital, Google, Hulu, Infosys, MCPc, PNC Bank, RICOH USA, Sprint, TEKSystems, UPMC, and Walmart and its subsidiary companies.

Learn more

Coursework includes a dynamic mix of video lectures, quizzes, and hands-on labs. Participants also will hear from Google employees with unique backgrounds and perspectives, whose own foundation in IT support served as a jumping-off point for their careers.

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