

Become a IT Support Specialist

8-month FT / 16-month PT | Two CompTIA Certifications |
AZAV-certified

4.8 ★★★★★ student ratings



Join
thousands
of satisfied
graduates...

10K+

Graduates have launched
their tech careers with MSIT.



600+

Companies have hired
our graduates.

85%

of our graduates in
Germany found a tech job.

96%

of our students would
recommend MSIT.



... with tech
jobs at **world-
leading**
companies.

 Microsoft  intel.  NVIDIA Deloitte. Wix

 Meta  SAMSUNG  mobileye™ T E S L

ebay  shopify  riskified waze  zalando

 Payoneer  home24  ONEDIGITAL  Taboola  Outbrain

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Everything you need to know before starting your journey.

Why IT Support — and why now.

IT Support is your entry point into tech. Companies need people who keep systems running, fix issues, and support users in their daily work.

As technology becomes essential everywhere, demand keeps growing — but there aren't enough skilled professionals to manage and support IT systems. That's where you come in — as the person organizations rely on.

- One of the most in-demand entry-level tech roles
- CompTIA A+ is the global IT support standard
- €35K–€50K average salary in Germany
- High demand, strong job stability



As an IT Support Specialist, you'll:

- Set up and maintain IT systems and hardware
- Troubleshoot networks and technical issues
- Support users and resolve real-world problems
- Ensure system performance and reliability

This program doesn't just teach IT basics.

It prepares you to support real systems — in real-world environments.

What our graduates say



„I had no IT background, but the courses were so well-structured that everything made sense. Now I work in IT Support and earn more than I did before.“

Antonija Mohar, Deloitte

„The best part was the mix of theory and practice. We built and repaired real networks — not just memorized theory.“

Tsahi Sharon, WIX



„No prior knowledge needed, fantastic support, two internationally recognized certifications. For me, it was the perfect way out of being lost.“

Alain Mani, Raketech

Who is this program for?

The IT Support program is designed for three target groups:

Career changers entering IT

You come from a different background and want to reorient yourself. IT Support is a secure entry — stable, recognized, with clear growth. No prior knowledge needed.

People who want a stable IT career

You value job security and global recognition. IT Support offers both — every organization needs you. With A+ and Network+, you're certified worldwide.

Service-oriented people who love solving problems

You enjoy helping people and solving real issues. IT Support fits perfectly: user interaction, practical problems, real solutions — every day is different.



- No prior experience needed
- Laptop included
- 100 % funded with Bildungsgutschein / QCG

Our goal is your **job offer**

At MSIT, we don't just train you — we help you land a job:



1:1 Mentoring

Personalized support throughout your learning journey, with a mentor always there to guide you.



Government-funded

With a Bildungsgutschein or QCG, your training is 100% funded. MSIT's AZAV certification ensures a smooth process and our team supports you every step of the way.



World-class curriculum

Our curriculum is built by industry experts and constantly updated to match the latest tools and job market demands.



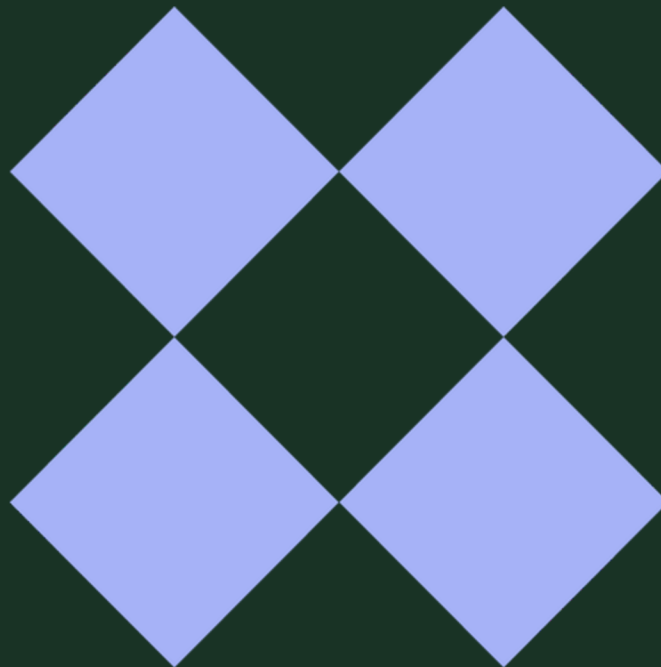
Unlimited career support

From CV to interviews, we support you every step of the way, even after graduation, until you land your job.



Free laptop

Get everything you need to succeed, including a laptop you can keep.



How you learn at **MSIT**

More about the student experience
and program schedule.

Program Structure

We've designed our training programs to evolve with both individual student needs and industry trends. **Here's how:**

The learning experience at Masterschool is personalized to fit each student's skills, pace and career goals to create an optimal learning experience for each student. We understand that career decisions evolve as you learn and our teaching methods reflect this thinking.

The curriculum is dynamic and adaptive. We are constantly tweaking the tools and technologies we teach, swiftly responding to the fast-changing industry. By constantly updating our content, we guarantee that our students are always learning the most relevant skills.

AZAV-certified program — All MSIT programs are officially recognized and fully government-funded.

Prepares you for two CompTIA certifications: A+ (months 1–4) and Network+ (months 5–8) — the global gold standard for IT support.

8-Month Program

Foundation

🕒 Months 1-4

Hardware, networking, operating systems, virtualization, cloud basics, and IT security — everything for A+ certification with focused exam prep.

Specialization

🕒 Months 5-8

Network operations, security, troubleshooting, labs, Network+ prep, and a capstone project — plus career preparation for your first IT Support role.

How you learn at MSIT

Guided, hands-on learning

Learn by doing with live sessions and guided practice. Build real projects from day one, no lectures, just experience.

Strong community

Learn alongside others and stay motivated together. Connect, collaborate, and grow your professional network.

1:1 support

Get continuous guidance from mentors and career coaches. Stay on track and become job-ready with personalized support.

Weekly Schedule — Full-Time

Attend both daily blocks with live sessions and guided practice (mentors via Zoom).

Part-time option

Attend one block daily and complete the program in 16 months. Same content, slower pace.

Important: 100% synchronous attendance required.

A Typical Week of Learning

	M	T	W	Th	F
9:00	Study Hall	Live session	Study Hall	Live session	Study Hall
10:00	Live session		Study Hall	Tutoring session	Project Work
11:00		Study Hall	Live session	Study Hall	
12:00	Study Hall		Study Hall	Study Hall	Study Hall
13:00					
14:00	Study Hall	Study Hall	Study Hall	Live session	Career Support
15:00	Live session		Live session		
16:00		Live session	Study Hall	Study Hall	Study Hall
17:00	Study Hall	Study Hall			
18:00					

* Schedules vary depending on each student’s pace and program. This is an example of a typical week.



Get familiar with the most important IT **support** tools & technologies.

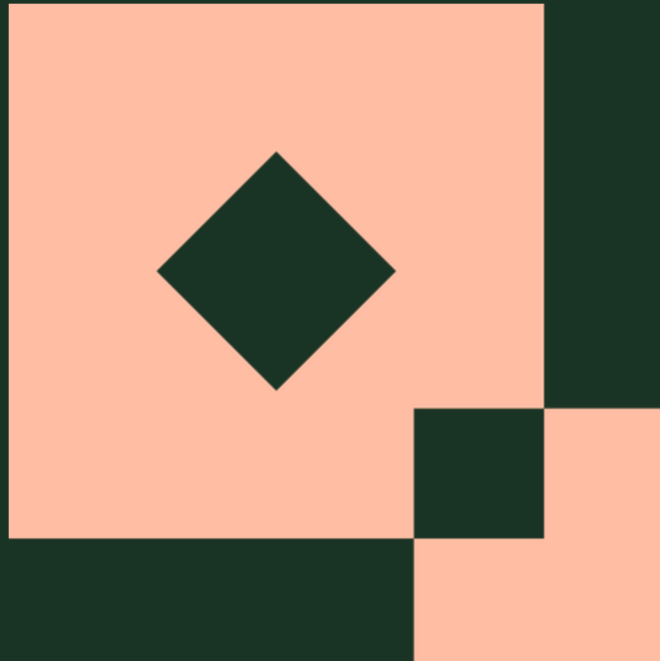
Learning materials are developed by industry experts. The curriculum is dynamic and continuously updated to reflect current trends and job market demands.

98%

satisfaction rate
2024 Success Report

You'll work with technologies including:

Windows • Linux • macOS
TCP/IP • Wireshark
Networking equipment: Routers,
Switches, Firewalls
VPN • SNMP • RADIUS
Virtualization (Hyper-V, VMware)
Cloud Basics (AWS, Azure)



Foundation

Essential skills for a solid
tech foundation.

Months 1–2

Hardware & OS Foundations

You learn how computers work — from motherboards to operating systems.

Content overview

- **Computer Hardware:** CPUs, RAM, hard drives, motherboards — understand how everything connects.
- **Mobile Devices:** Understand iOS and Android, configure devices, solve common issues.
- **Operating Systems:** Install, configure, and troubleshoot Windows, Linux, and macOS.
- **Virtualization Basics:** Build and manage virtual machines with VirtualBox and Hyper-V.

Technologies

- ◆ Windows
- ◆ macOS
- ◆ Hyper-V
- ◆ Linux
- ◆ VirtualBox

Months 3–4

Networking & Security Basics + A+ Prep

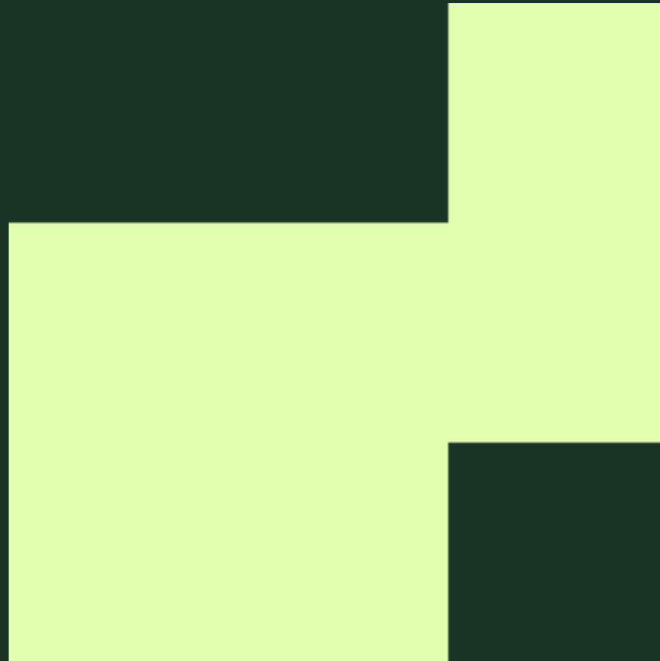
Networking fundamentals and IT security — plus intensive A+ exam preparation.

Content overview

- **Networking Fundamentals:** TCP/IP, OSI model, switches, routers, DHCP, DNS.
- **IT Security Basics:** Malware, firewalls, encryption, user management.
- **Printer & Peripherals:** Set up printers, troubleshoot common issues.
- **A+ Exam Preparation:** Intensive preparation for CompTIA A+ Core 1 & Core 2.

Technologies

- ◆ TCP/IP
- ◆ Switches
- ◆ Wireshark
- ◆ Routers
- ◆ Firewalls



Specialization

Network / IT Support
specialization

Months 5–6

Network Operations & Security

From network admin to network security — real Network+ content.

Content overview

- **Network Operations:** Network monitoring, device management with SNMP and RADIUS.
- **Network Security:** VPN, firewalls, intrusion detection, security best practices.
- **Advanced Cabling & Devices:** Build networking infrastructure, configure devices.
- **Monitoring with PRTG & Zabbix:** Proactive monitoring, alerting, performance management.

Technologies

- ◆ VPN
- ◆ RADIUS
- ◆ IDS/IPS
- ◆ SNMP
- ◆ PRTG

Months 7–8

Advanced Troubleshooting, Capstone & Career

Solve real network problems, build a capstone project, and prepare for your career.

Content overview

- **Network Troubleshooting:** Packet analysis with Wireshark, diagnose performance issues.
- **Advanced Lab Practice:** Multi-site networks, redundant systems, failover scenarios.
- **Network+ Exam Prep:** Intensive preparation for CompTIA Network+ (N10-009).
- **Capstone: Network Design Project:** Design and build a real network for a simulated organization.
- **Career Preparation:** Interview coaching, portfolio building, job search guidance.

Technologies

- ◆ Wireshark
- ◆ PRTG
- ◆ Advanced Networking Tools
- ◆ Zabbix

Project Portfolio: Hardware setup → Single PC troubleshooting → Small network setup → Multi-site enterprise network design.

Learning Highlights

Learn by building

Forget textbooks. You build real networks, configure computers, and solve real problems from day one. Every project has practical value and prepares you directly for the job.

No prior knowledge needed — we start from zero

You don't need computer experience. We explain everything from the ground up — hardware, networking, operating systems. After 8 months, you know what an IT Support professional needs to know.

Two globally recognized CompTIA certifications

A+ and Network+ are the gold standard in IT. With both certifications, you're employable not just in Germany, but everywhere in the world.

100% career focus

We prepare you not just technically — we also make you ready for applications, interviews, and your first real IT Support job. Career prep is built into month 8.



CompTIA A+
Professional
Certificate



CompTIA Network+
Professional
Certificate



Career Support

1:1 guidance at every stage
of your job search.

Career support for a **fast job start**.

At MSIT Institute of Technology, your career launch is our shared mission. That's why we offer a comprehensive career support system that equips you with everything you need for a successful job search.

Our approach is hands-on and individualized — because we know every career path is different. From your first application to a signed employment contract, we're by your side.

Career Sprint: Job-ready — before everyone else

A two-week intensive course helps you build a strong online presence and start networking before graduation. You'll learn proven methods that set you apart from other applicants and maximize your visibility with recruiters.

- Optimize your CV and LinkedIn profile
- Learn how to stand out among other applicants
- New networking strategies open doors in your industry



Dedicated Career Success Advisors (CSAs)

CSAs are professional job search experts — and they'll guide you through yours. They know the German job market inside out and help you present your strengths convincingly.

- Personal 1:1 coaching to optimize applications, set goals, and stay motivated
- Individualized feedback on CVs, pitches, and interviews
- Expertise for platforms like LinkedIn and StepStone



Career Sessions (Group)

- Speed Applications: Send multiple applications together as a group.
- Networking Crash Course: Use events to connect with recruiters.
- Interview Practice: Master HR screenings and technical interviews.
- Mindset: Stay motivated and resilient.



Practice with Industry Experts

1:1 prep meetings with experienced professionals for HR screenings, technical interviews, evaluations, and industry-specific application strategies. You'll walk into every conversation fully prepared and impress with expertise and confidence.

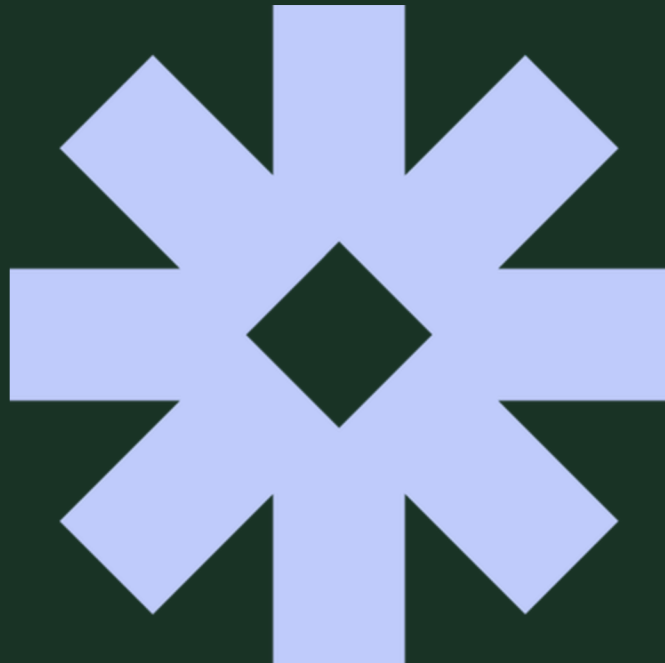


Job Search Platform

The MSIT Campus platform becomes your career hub: curated job listings, advanced job search resources and materials, plus a toolkit for CVs and cover letters. You'll also gain access to exclusive partner companies that are actively looking for MSIT graduates.

Our career support doesn't end when you finish the program. Even after graduation, our CSAs and the Campus platform remain available to you, so you can find the perfect start to your new career.





FAQs

FAQs

Do I need prior knowledge?

No! IT Support starts with absolute beginners. You only need interest in technology and willingness to learn. Everything else we teach you — from hardware to networking.

What does the program cost?

You pay €0. The program is fully government-funded — through Bildungsgutschein or Qualifizierungschancengesetz (QCG).

Can I study part-time?

Yes! Full-time (8 months) or part-time (16 months, one block per day). Content is identical — only the pace changes.

Are the certifications globally recognized?

Yes! CompTIA A+ and Network+ are internationally recognized and valid in over 180 countries — from U.S. government agencies to Fortune 500 companies. They're the global gold standard in IT support .

FAQs

Do I get a laptop?

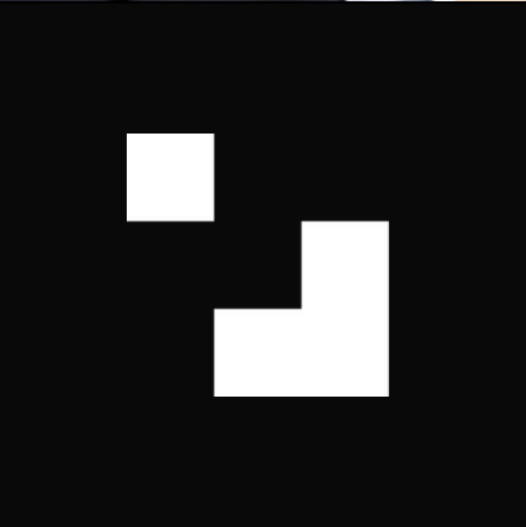
Yes. You receive a laptop that you keep after the program.

What is Study Hall?

Study Hall is guided practice time: you work on real assignments and labs while qualified mentors are available live. Not self-study — full support.

What are my job prospects?

Excellent! IT Support is one of the most in-demand entry-level roles in tech. With A+ and Network+, you're immediately sought after by IT service providers, companies, and MSPs.



„I wasn't sure I could do this — but the team carried me through. Today I work in IT Support and I'm grateful I took this path.“

Patricia Sedó, Onlyfy