



Cisco Certified Support Technician



Available Certification Exams:

1. Cisco Certified Support Technician IT support
2. Cisco Certified Support Technician Networking
3. Cisco Certified Support Technician Cybersecurity

CCST IT Support Objective Domains:

- IT Support Job Tasks and Responsibilities
- Hardware Issues
- Connectivity and Resource Access Issues
- Operating System and Application Issues
- Common Threats and Preventions
- Job Tools

CCST Networking Objective Domains:

- Networking Standards and Concepts
- Addressing and Subnet Formats
- Endpoints and Media Types
- Network Infrastructures
- Diagnosing Problems
- Network Security

CCST Cybersecurity Objective Domains:

- Essential Security Principles
- Basic Network Security Concepts
- Endpoint Security Concepts
- Vulnerability Assessment and Risk Management
- Incident Handling

What is the Cisco Certified Support Technician certification program?

Cisco, the worldwide leader in technology that powers the Internet, has partnered with Certiport to create the **Cisco Certified Support Technician (CCST) certification program**. This program includes three exams designed to validate work-ready skills that help learners enter the field of IT support, networking, and cybersecurity. Earning these certifications showcases the learner's skillset to employers, telling them they are ready to roll up their sleeves on their first day.

The Cisco Certified Support Technician certification exams were created by a team of subject-matter experts from diverse careers and industries (including Cisco employees, networking and cybersecurity professionals, hiring managers, professors, teachers, and the experts at Certiport) to ensure these certifications bridge the gap between education and the skills needed to succeed in the workplace, preparing learners for high-demand roles such as analysts, auditors, support specialists, and technicians.



The need for support professionals

IT support roles are of paramount importance because they help keep everything running smoothly in a world driven by computers. They are virtually superheroes who can fix just about any problem with a computer, network, or software. Businesses of all sizes increasingly rely on technology pushing the demand for IT support jobs to continually increase.

However, IT support extends beyond mere issue resolution; it is a linchpin for safeguarding data security and protecting against cyber threats. IT support professionals are at the forefront of identifying and mitigating potential vulnerabilities, implementing security protocols, and educating users on best practices. As the digital landscape becomes increasingly complex, the need for adept IT support will continue to grow.

The need for networking professionals

Networking and computer system administrators are needed across the globe. In the United States alone, according to the [U.S. Bureau of Labor Statistics](#), there are more than 330,000 jobs in this field which is expected to grow every year through 2031.

More broadly, the World Economic Forum, [The Future of Jobs Report 2020](#), estimates that 97 million new jobs will be created by 2025 as we become “more adapted to the new division of labour between humans, machines and algorithms.” To help prepare for this future,

Cisco, and many other large IT companies, have initiatives to help the workforce keep up. Networking will play a large role in this future and earning a CCST Networking certification can help your learners get their foot in the door.

The need for cybersecurity professionals

Cybersecurity professionals are responsible for protecting some of our most valuable and important information from hackers looking to exploit vulnerabilities across the technological systems on which we rely, often daily, in this modern, digital era.

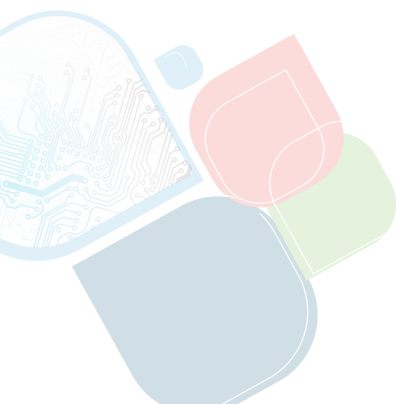
According to [Cybersecurity Ventures](#), “Cybercrime, is predicted to cost the world \$10.5 trillion USD annually by 2025, up from \$6 trillion in 2021” while “[t]he number of unfilled cybersecurity jobs worldwide grew 350% between 2013 and 2021, from 1 million to 3.5 million.”

This trend will continue for at least five more years, putting an emphasis on the very strong demand for cybersecurity professionals. Earning the CCST Cybersecurity certification will help learners understand how they can help secure the future and their career.

Interested in more information?

Learn more about the Cisco Certified Support Technician program and the learning materials currently available.

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www.certiport.com/cisco.



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Prepare your learners with Cisco Certified Support Technician

Certiport follows a **Learn, Practice, Certify, Advance** model designed to help learners, no matter where they are along their journey, to learn, practice and ultimately earn the certification, to advance their aspirations toward their dream career.