BLACKBIRD FOR TRAINING

System and Server Support

23 May – 3 June 2027
Amman (Jordan)



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Introduction

In today's fast-paced digital environment, an organization's IT infrastructure relies heavily on server support services to ensure efficiency, security, and scalability. Server support is the backbone of operational continuity, playing a crucial role in system administration, troubleshooting, and performance optimization.

If you're wondering, what is server support? It encompasses all technical operations required to maintain stable and secure systems and servers, including network management, cybersecurity, and routine maintenance. Whether you aspire to become a professional server support specialist, a system support analyst, or an executive system support professional, this course provides a comprehensive training program covering the latest technologies, tools, and best practices in server support management.

Course Objectives

- Gain an in-depth understanding of modern system architecture, including virtualization, cloud computing, and containerization.
- Develop the skills to configure, manage, and troubleshoot operating systems such as Linux and Windows Server.
- Explore advanced networking concepts, including TCP/IP protocols, routing, and network security, to optimize server performance.
- Master the deployment and maintenance of server infrastructure, including web servers Apache, Nginx, database servers MySQL, SQL Server, and application servers.
- Acquire hands-on experience with automation tools and scripting languages Bash, PowerShell to streamline system administration tasks.
- Learn advanced system monitoring and optimization techniques to ensure scalability and resilience in network and server support.
- Understand the core principles of cybersecurity and implement strong security measures to protect systems from cyber threats.
- Develop disaster recovery, backup management, and business continuity strategies to minimize downtime and data loss in server support services.



Course Outlines

Day 1: Fundamentals of System Architecture

- Introduction to server support roles and responsibilities.
- Virtualization technologies and their impact on server support management.
- Exploring cloud computing models for enhanced flexibility in network and server support.

Day 2: Operating System Fundamentals

- Overview of Linux and Windows Server as key components of server support services.
- Installation, configuration, and management of operating systems.
- User and group administration for effective system support.

Day 3: Advanced Networking Concepts

- Understanding TCP/IP fundamentals for reliable network server support.
- Key network protocols and services that impact server performance.
- Network security principles and best practices in server environments.

Day 4: Server Infrastructure Management

- Deployment and configuration of web servers Apache, Nginx for optimal performance.
- Database server administration MySQL, PostgreSQL, SQL Server and the SQL Server support lifecycle.
- Setting up and managing application servers in various environments.

Day 5: Automation and DevOps Practices

- Introduction to automation tools Ansible, Puppet for efficient server support management.
- Using Bash and PowerShell scripting to automate administrative tasks.
- Implementing CI/CD pipelines for seamless integration and deployment.

Day 6: Performance Monitoring and Optimization

- Key performance metrics and monitoring tools for system support.
- System tuning and optimization techniques to maximize efficiency.
- Capacity planning for future-proofing server infrastructure.

Day 7: Cybersecurity Best Practices

- Understanding cyber threats that impact server environments.
- Applying security measures to protect systems and data.
- Implementing effective security controls in network and server support.



Day 8: Disaster Recovery and Business Continuity

- Developing a disaster recovery plan to ensure business continuity.
- Implementing backup and restore strategies to minimize risks.
- Testing and maintaining disaster recovery procedures for reliability.

Day 9: Practical Exercises and Case Studies

- Hands-on labs simulating real-world server support scenarios.
- Project server support case studies to tackle common industry challenges.
- Troubleshooting exercises to improve problem-solving skills.

Day 10: Final Project and Assessment

- Capstone project: Design and implement a comprehensive server support solution.
- Final assessment to evaluate acquired knowledge and skills.
- Course review and feedback to prepare for professional server support roles.

Why Attend This Course? Wins & Losses!

- A comprehensive understanding of server support management.
- The ability to troubleshoot and resolve technical issues efficiently.
- Expertise in network and server support, security best practices, and system optimization.
- Hands-on experience with automation tools and DevOps methodologies.
- The skills required for roles such as server support technician, system support analyst, and executive system support professional.

Conclusion

This course is designed to equip you with the essential and advanced skills required for a successful career in server support management. Whether you want to become a server support specialist, advance as a system support analyst, or take on a leadership role as an executive system support professional, this training provides a balanced blend of theoretical knowledge and practical application.

Through expert-led sessions and hands-on labs, you will gain the confidence and expertise needed to excel in server support services.

Register now and take the first step towards mastering server support!

