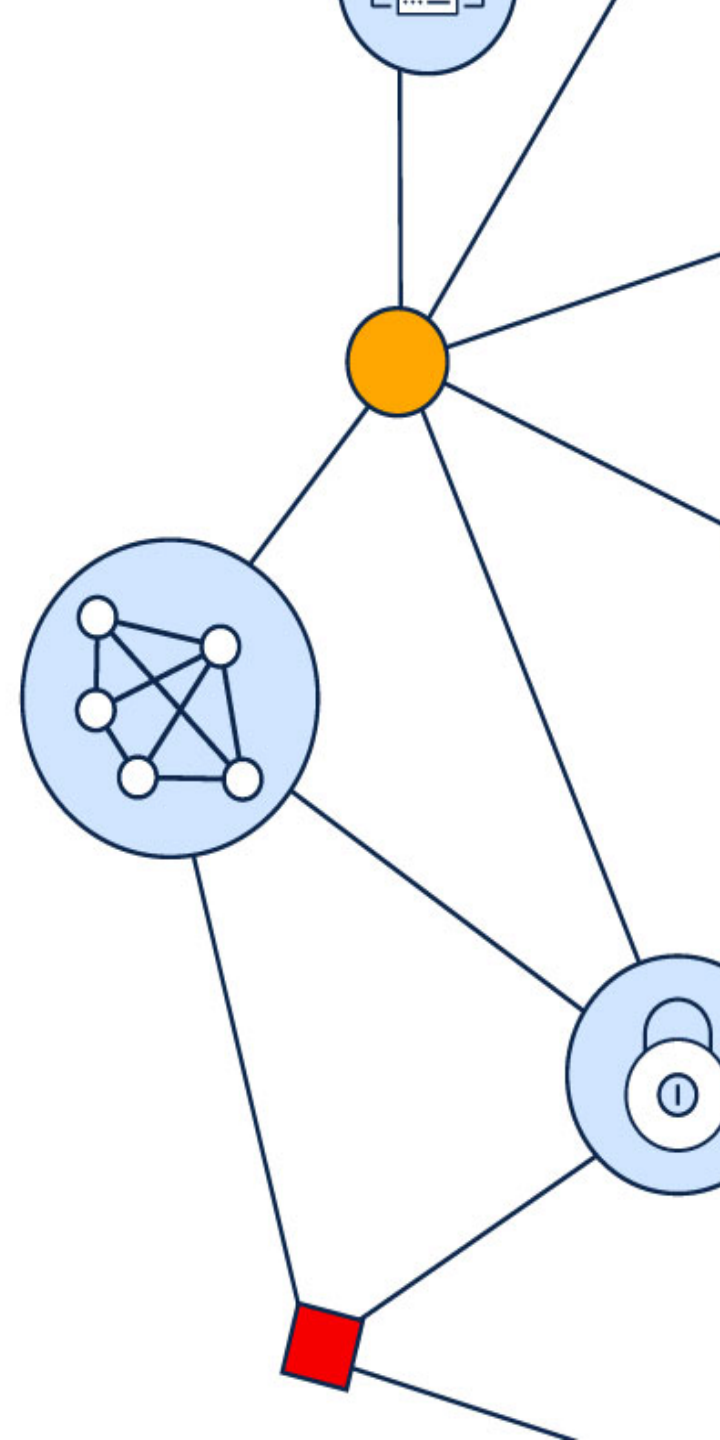




# Cisco Certified Support Technician (CCST) Overview

Zwei neue Zertifizierungen auf Entry-level-Niveau seit Frühjahr 2023



# Cisco Certified Support Technician (CCST) Certifications

- **Zielgruppe**

- Entry-level tech job seekers, career changers, and college and high school student

- **Zertifizierungen**

- Two entry-level certifications, with aligned training courses from Cisco Networking Academy
- Cisco Certified Support Technician Cybersecurity (CCST Cybersecurity)
- Cisco Certified Support Technician Networking (CCST Networking)

- **Umsetzung**

- Training: Free online self-paced courses or instructor-led offerings through Cisco academies from Cisco Networking Academy
- Exams: available through Certiport and Pearson VUE

- **Exams**

- 40-45 questions
- 50 minutes
- No expiration

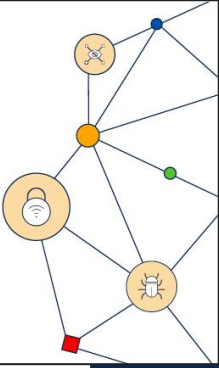
**ENTRY**  
Cisco Certified Support Technician (CCST)  
Cybersecurity Certification

The diagram shows a network topology with a central orange node. It is connected to several other nodes: a blue node at the top, a green node to the right, a red square at the bottom, and two orange nodes. One orange node contains a padlock icon, and the other contains a bug icon. A skull and crossbones icon is also present in a node at the top right.

**ENTRY**  
Cisco Certified Support Technician (CCST)  
Networking Certification

The diagram shows a network topology with a central orange node. It is connected to several other nodes: a blue node at the top, a green node to the right, a red square at the bottom, and two blue nodes. One blue node contains a network of nodes icon, and the other contains a padlock icon. A document icon is also present in a node at the top right.

# Cybersecurity Analyst



## ENTRY

Cisco Certified Support Technician (CCST)  
Cybersecurity Certification

## Description:

Security operations personnel that supports and participates in cybersecurity-related activities, including vulnerability assessment, incident handling, and security reporting and documentation.

Not yet ready to take lead roles but have a broad range of knowledge and skills to participate in and assist with tasks performed by seasoned cybersecurity professionals.

## Aliases:

- Junior Cybersecurity Technician
- Cybersecurity Support
- Cybersecurity Specialist
- IT Technician with Security Focus
- Tier 1 Help Desk Support

## Skills:

- ✓ Understand core security concepts
- ✓ Assist with network security and data analysis
- ✓ Assist with systems and software security, including malware, cloud & endpoint security, and identity management
- ✓ Assist in applying risk management principles and processes
- ✓ Assist in incident response and disaster recovery

## Experience level:

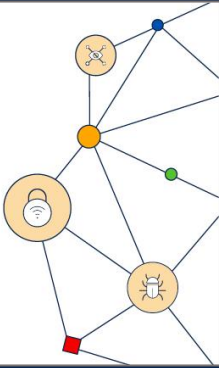
0-1 years

## Desired Certification:

Cisco Certified Support Technician (CCST) Cybersecurity

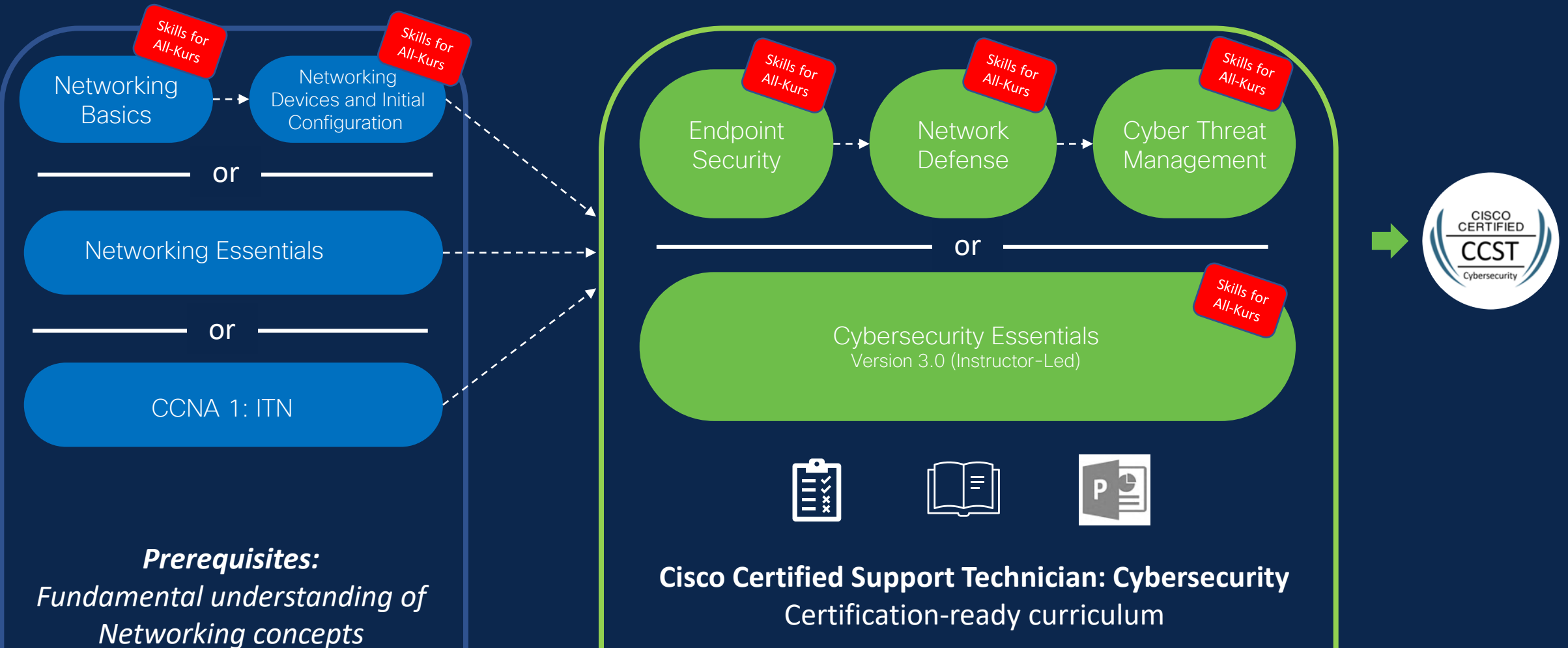


# Easy starting points CCST Cybersecurity



**ENTRY**

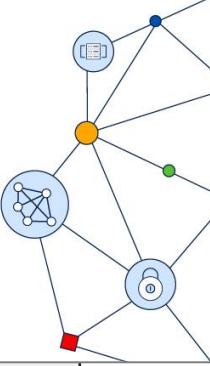
Cisco Certified Support Technician (CCST) Cybersecurity Certification



# Network Support Technician

**ENTRY**

Cisco Certified Support Technician (CCST) Networking Certification



## Description:

Entry-level network support personnel have the foundational knowledge and skills necessary to demonstrate how networks operate, including the devices, media, and protocols that enable network communication.

Not yet ready to take lead roles but have a broad range of knowledge and skills to participate in and assist with tasks performed by seasoned networking professionals.



## Other job titles:

- Entry-level IT Support Technician
- Entry-level Help Desk Technician
- IT Support Specialist
- Tier 1 Help Desk Support

## Skills:

- ✓ Explain basic network fundamentals.
- ✓ Identify common network devices, components, and accessories; end point devices, routers, switches, access points.
- ✓ Perform basic troubleshooting and demonstrate effective methodologies and help desk best practices.
- ✓ Explain foundational security concepts.

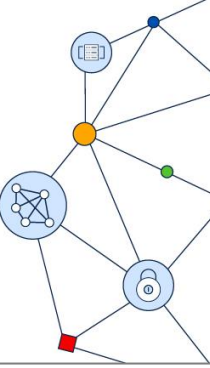
## Experience level:

0-1 years

## Desired Certification:

Cisco Certified Support Technician (CCST) Networking

# Easy starting points CCST Networking



**ENTRY**

Cisco Certified Support Technician (CCST) Networking Certification

