

Nuevo curso y certificación oficial

**Cisco Certified Support
Technician Cybersecurity**



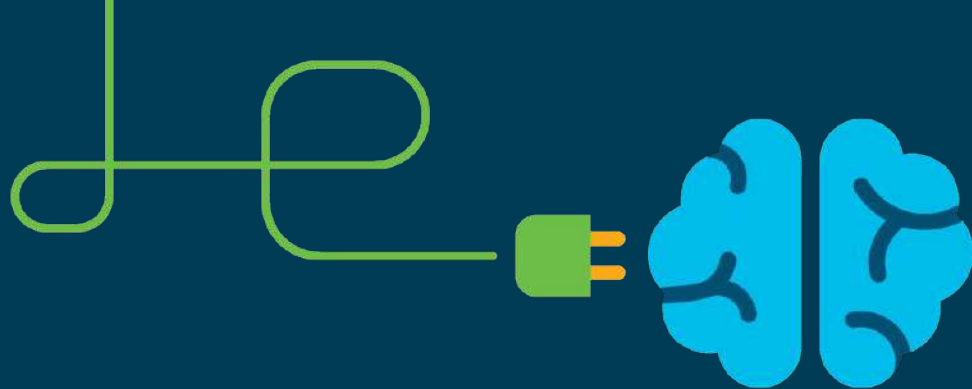


Presentación Programa Cisco Certified Support Technician (CCST)

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 Networking
CISCO Academy



 Networking
CISCO™ Academy



Nuestro impacto



Networking
CISCO Academy

La mayor inversión social de Cisco, que ha cambiado la vida de estudiantes en todo el mundo en los últimos **24 años**



12 000 academias en
180 países, hasta
27 idiomas

15,1 millones de estudiantes, a nivel mundial



El **95 %** obtuvo una oportunidad de trabajo o educación*



2,9 millones de estudiantes atribuyen trabajos a las habilidades aprendidas en NetAcad



25 % de participación femenina actual



119 023 personas con diversas capacidades adquirieron habilidades (desde 2019)



USD 4,3 mil millones en contribuciones en especie



Plan de estudios y licencia gratuita de Webex para instructores que dictan cursos de Networking Academy**

An aerial photograph of a city, likely New York City, featuring a prominent suspension bridge (the Manhattan Bridge) crossing a body of water. The city skyline with various skyscrapers is visible in the background under a hazy sky. A dark blue horizontal band is overlaid across the middle of the image, containing white text.

**Nuestro
propósito**

**Empoderar a todas las
personas con posibilidades
profesionales**



Creación de puestos de trabajo

Las deficiencias de habilidades técnicas continúan



Los trabajos de ingeniero de software crecerán más de 3 veces el promedio para 2026



60 %
Programación básica y avanzada



104 %
Crecimiento de tecnologías conectadas



65 %
de los CIO planea implementar soluciones de red avanzadas



Los trabajos de ciberseguridad crecerán un 31 % para 2029, más de 7 veces el promedio




Creación de puestos de trabajo y seguridad laboral



9 de cada 10 empleos de TI
ahora están fuera del **sector**
de **tecnología**

Oracle Academy y Burning
Glass Technologies



Reinventar la educación

**20 millones más de estudiantes
en los próximos 5 años**



Cisco Networking Academy

Programa de desarrollo de la fuerza laboral de responsabilidad social corporativa (CSR)
Diseñado por Cisco para ayudar a cerrar las brechas de habilidades digitales

Partners

Instituciones educativas*
Gobiernos nacionales/locales
Corporaciones
ONG*

Elegir las ofertas de los cursos,
decidir si serán programas de
certificación o de grado

Proporcionar instructores y
estudiantes

Cisco

Currículo y licencia gratuita de
Webex*, capacitación con
instructores, evaluaciones, equipos
con descuento, entrega en línea,
soporte, motor de búsqueda de
trabajo (más de 650 empleadores)

Instructores

Dictar clases
Administrar prácticas de laboratorio
y evaluaciones de habilidades

Estudiantes: habilidades para el éxito laboral

Networking Academy

Una cartera de cursos muy completa



Redes

Obtenga habilidades de red prácticas y relevantes



Infraestructura programable

Aprenda programación, automatización de infraestructura e Internet de las cosas



Ciberseguridad

Aprenda a proteger y defender las redes



Sistemas operativos y TI

Habilidades esenciales para el mundo digital



Programación

Aprenda a codificar en lenguajes, como Python, C o C++



Práctica

Las herramientas y las experiencias interactivas crean dominio, no solo conocimiento

La ventaja de la certificación

El 99 % de las organizaciones utiliza certificaciones técnicas para tomar decisiones de contratación.¹



Valida habilidades



**Comunidad con
certificación de
Cisco**



Preparación laboral



**Mayor potencial
de ganancias**

1. Tech Manager Readout, Cisco e Illuminas, octubre de 2019



Habilidades para el trabajo: las principales habilidades que desean los empleadores



Habilidades en redes

Diseño y arquitectura de redes
Centro de datos
Administración de redes



Habilidades en seguridad

Seguridad de la red
Ciberseguridad
Seguridad en la nube



Habilidades en infraestructura programable (software y datos)

Datos y análisis de negocios
Desarrollo de aplicaciones
Programación/desarrollo de software



Habilidades no técnicas

Comunicación
Atención al cliente
Pensamiento crítico y resolución de problemas
Autogestión
Adaptabilidad

Valor para los instructores

Networking Academy



Desarrollo profesional

- Habilitación del aprendizaje híbrido
- Cuenta gratuita de Cisco Webex Networking Academy
- Entrega en línea en la nube



Contenido de vanguardia

- Tarifas con descuento para las prácticas de laboratorio de los estudiantes
- Herramientas de simulación líderes del sector: Packet Tracer



Programa de habilidades para el trabajo

- Certificaciones alineadas
- Las oportunidades de desarrollo profesional
- Motor de búsqueda de trabajo TalentBridge

Cisco Certified Support Technician (Cybersecurity and Networking)



Cisco Certified Support Technician



- Cisco Networking Academy and Cisco Learning & Certifications have teamed up to introduce two new entry-level Certified Support Technician certifications focused on entry-level tech job seekers, career changers, and college and high school students:

Cisco Certified Support Technician (CCST) Cybersecurity

Validates entry-level Cybersecurity knowledge and skills to support and assist with tasks including security principles, network security and endpoint security concepts, vulnerability assessment and risk management, and incident handling.

Cisco Certified Support Technician (CCST) Networking

Ensures successful candidates have the foundational knowledge and skills necessary to demonstrate how networks operate, including the devices, media, and protocols that enable network communication.

- These new certifications are perfect steppingstones for learners to validate their skills and transition into internships, apprenticeships, and entry-level job roles.
- Learners will also have a clear roadmap to progress to higher certifications such as CCNA and CyberOps Associate.

The skills gap

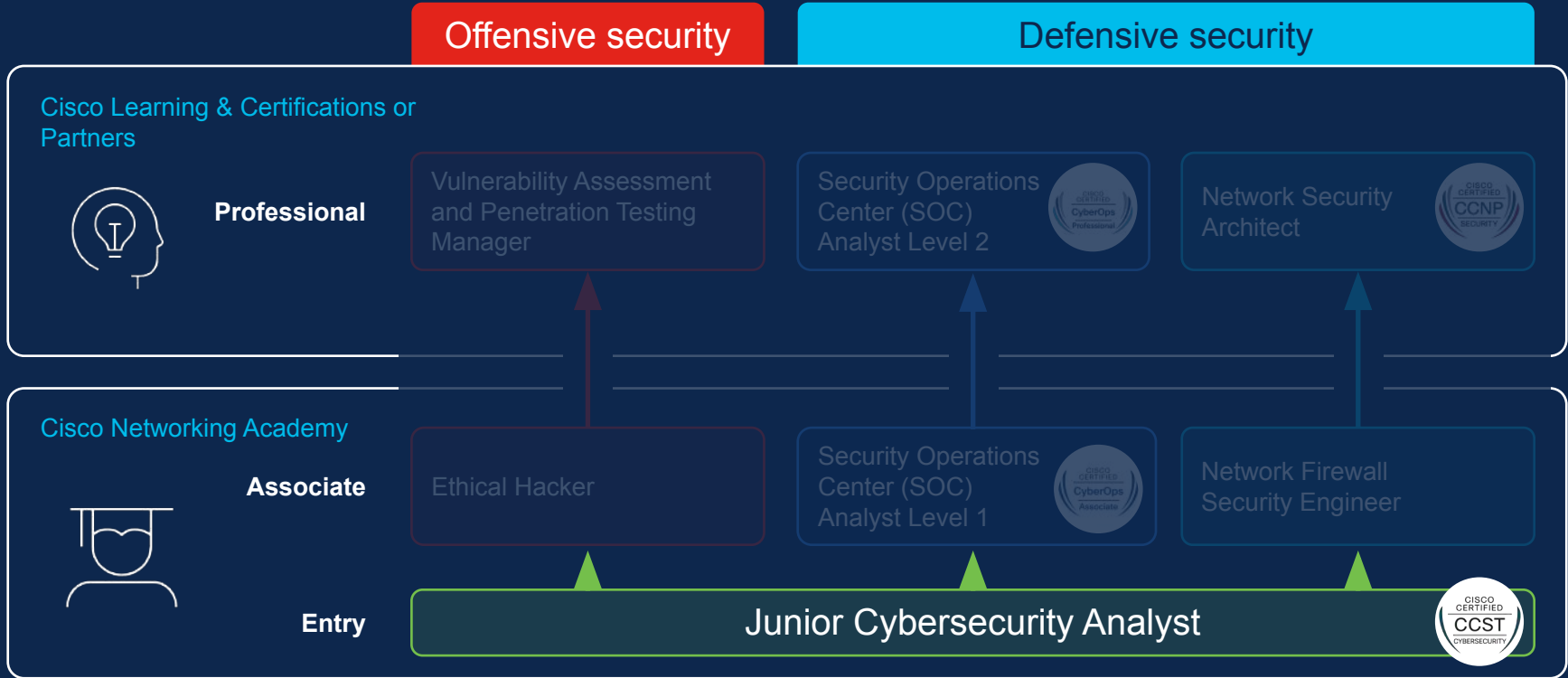
3.5 Million

undersupply of cybersecurity professionals worldwide

Continued lack of cybersecurity professionals threatens economic growth.

It is vital to have professionals who can provide cybersecurity leadership, test and secure systems, and train people in digital hygiene.

Cybersecurity Career Progressions



Junior Cybersecurity Analyst

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:

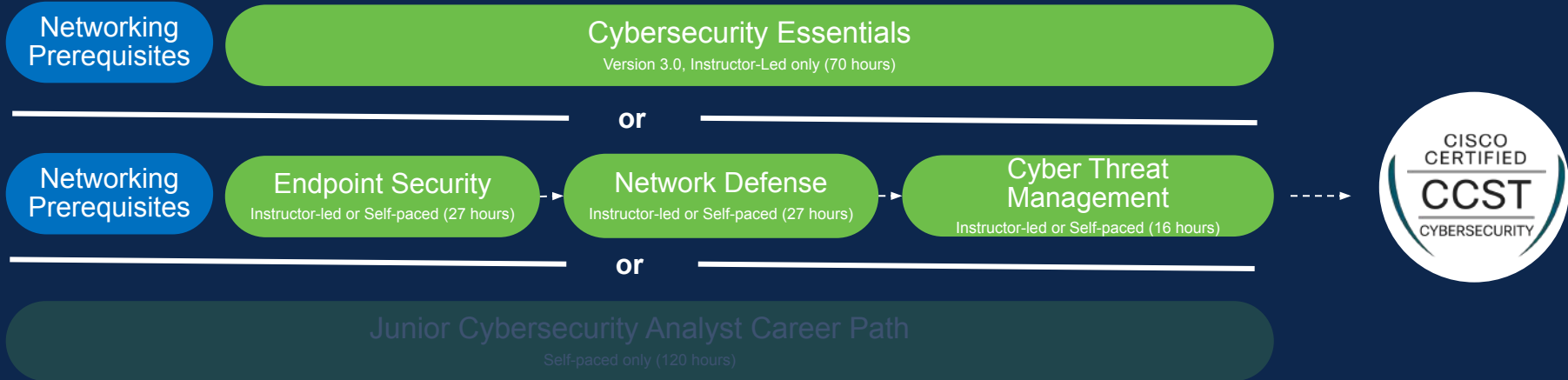
0-1 years

Desired Certification:

Cisco Certified Support Technician (CCST) Cybersecurity certification



Entry-level Cybersecurity Offerings



Junior Cybersecurity Analyst Career Path
Self-paced only (120 hours)

Continue to
----->

- Apply for entry-level jobs, internships, and apprenticeships**
- Junior Cybersecurity Analyst
 - Cybersecurity Technician
 - Cybersecurity Specialist
 - Tier 1 Help Desk Support

&

- Progress to additional learning**
- CyberOps Associate
 - Network Security
 - IoT Security
 - Cloud Security

Cybersecurity Essentials v3.0

Course Overview

A course designed for learners interested in pursuing a career in cybersecurity. It prepares for a Junior Cybersecurity Analyst role by equipping learners with job skills across three domains: Endpoint Security, Network Defense, and Cyber Threat Management.

Benefits

Cybersecurity skills are heavily sought in the job market. Students can apply for entry-level junior cybersecurity analyst roles or continue learning toward associate and professional positions.

Explore Opportunities in Technology

- ✓ Identify common threats and mitigation techniques
- ✓ Analyze common attacks
- ✓ Implement defensive measures and access control
- ✓ Evaluate security alerts
- ✓ Participate in threat management and incident response activities

Course Details

Target Audience: High school, secondary or vocational school and college/university students, general audience

Estimated Time to Completion: 70 hours

Prerequisites: Foundational understanding of networking and network device configuration

Course Delivery: Instructor-led

Learning Component Highlights:

- ✓ 27 modules and 75 practice activities
- ✓ Interactive activities and quizzes
- ✓ 1 final exam

Course Recognitions: Digital Badge

Certification Alignment: This course aligns with the CCST Cybersecurity certification.

Recommended Next Course: CyberOps Associate

Translations: coming soon in Spanish, Portuguese, French.



Requirements

- ASC Alignment Required: No*
- Instructor Training Required: No*
- Physical Equipment Required: No

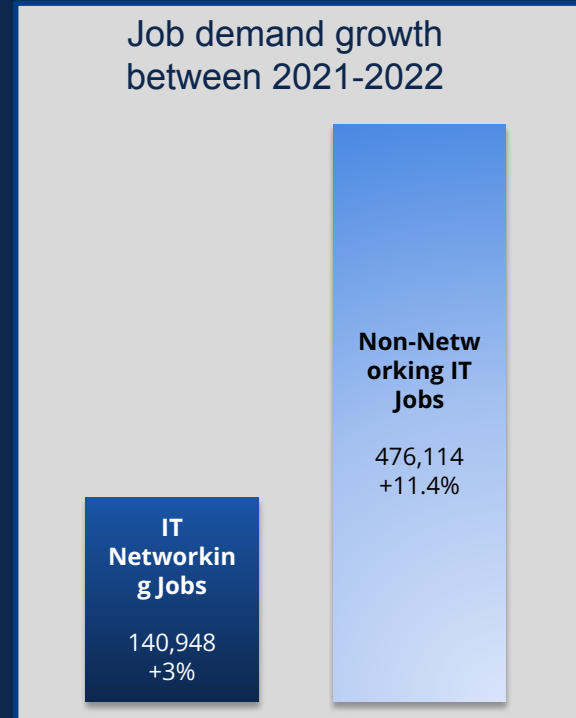


Course Outline – Three Domains

Domain Title	Objectives
1 Endpoint Security	<ul style="list-style-type: none">• Building the skills to secure networks all the way to the edge, including hardware, software, and media.• Students learn how to assess the network, operating systems, and endpoints for vulnerabilities, and how to secure the network. They will also gain skills to maintain the integrity, confidentiality, and availability in networks and data.
2 Network Defense	<ul style="list-style-type: none">• Monitoring networks and evaluating security alerts.• Students delve into the tools and techniques used to protect a network, including access control, firewalls, cloud security, and cryptography. These monitoring and defense tools, along with others, work together to create a layered defense-in-depth cybersecurity strategy. The knowledge and skills that students learn will help them defend networks against many types of attacks and quickly react to any exploits that may occur.
3 Cyber Threat Management	<ul style="list-style-type: none">• Exploring governance in cybersecurity and threat management.• Students learn to develop policies and ensure organizations comply with ethics standards and legal and regulatory frameworks. Students will also gain skills for managing threats, such as how to assess a network for vulnerabilities, manage risks, and respond to security incidents.

Why a Cisco Networking entry-level certification?

1. The demand for entry-level networking skills has increased across a wide range of jobs.
2. Pre-associate, entry-level junior support IT job roles have long sought a Cisco entry-level certification to validate the candidate's competencies.
3. The Cisco Certified Network Associate (CCNA) certification has become an industry standard for associate network administrator-like job roles.



Network Support Technician

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 - Networking

Network Technician Career Path courses



Networking Basics

This course covers the foundation of networking and network devices, media, and protocols. The learner will observe data flowing through a network and basic device configuration to connect to networks.

- 17 Modules
- 13 Practice Labs and PT
- 1 Final Test

Networking Devices and Initial Configuration

This course teaches intermediate knowledge and skills for networking by covering basic concepts and skills needed to build a home office network and a small office network.

- 12 Modules
- 17 Practice Labs and PT
- 1 Final Test

Network Addressing and Basic Troubleshooting

This course examines the Physical layer in depth, topologies at the Data Link layer, and basic routing at the Network layer. It dives into static and dynamic IPv6 addressing and address resolution.

- 7 Modules
- 8 Practice Labs and PT
- 1 Final Test

Network Support and Security

This course covers general IT and Network Support, delves into Cybersecurity Threats, Vulnerabilities, and Attacks. The learner will observe essential configuration steps to ensure secure user access on a network.

- 3 Modules
- 10 Practice Labs and PT
- 1 Final Test

Course Overview

Networking Essentials provides learners with a broad foundational understanding of networking. It is suitable for anyone interested in a career in IT, or a related career. This course provides an engaging, self-paced learning experience using Packet Tracer simulation, interactive activities, and learning everyday devices found at home.

Benefits

Learners develop a foundational understanding of the high-level network architecture and how a network operates.

Prepare for Careers

- ✓ Gain the skills needed for entry-level job, internship, and apprenticeship roles, such as Network Support Technician, Entry-level Help Desk Technician, and IT Support Specialist

Course Details

Target Audience: High school, secondary and 2-year college vocational students, IT and non-IT fields university students, career changers

Estimated Time to Completion: 65 hours

Prerequisites: None

Course Delivery: Instructor-led

Learning Component Highlights:

- ✓ 39 modules
- ✓ 48 practice labs
- ✓ 160+ interactive activities, videos, & quizzes
- ✓ 15 module exams
- ✓ 1 final exam

Course Recognitions: Digital Badge

Certification Aligned: Cisco Certified Support Technician (CCST) Networking

Recommended next certification:

Cisco Certified Network Associate (CCNA) or CyberOps Associate



Requirements

- ASC Alignment Required: Yes
- Instructor Training Required: Recommended
- Physical Equipment Required: No

Cisco Certified Support Technician Networking Curriculum

Computer
Hardware
Basics
(6 hours)

Operating
Systems
Basics
(12 hours)

Recommended:
Fundamental understanding of
Computer H/W and OS

Networking
Basics
(22 hours)

Networking
Devices and
Initial
Configuration
(22 hours)

Network
Addressing
and Basic
Troubleshooting
(14 hours)

Network Support
and Security
(12 hours)

or

Networking Essentials (version 3.0)
(Instructor-Led only)
(65 hours)

Cisco Certified Support Technician: Networking
Certification-ready curriculum





The bridge to possible

¡Muchas gracias!

PUE ACADEMY

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