



AI for tech work and the certs behind it.

Four hours. Help desk to networking to Security+.

02

WORKSHOP 2 OF 4 · TECH

Nelson R. Lemieux III
Lemieux Consulting LLC

urbanleague.consultlemieux.com/ws2-tech

Where you are in the IT path

This workshop is for participants who:

- Are in or moving toward a help desk / desktop support role.
- Are studying for or considering CompTIA A+, Network+, or Security+.
- Want a tutor that does not get tired of repeating itself.
- Already know how to write an RTCF prompt from Workshop 1 (or are willing to read [/what-is-ai](#) tonight).

What changes from Workshop 1

In Workshop 1, you used AI to write things.

Today, you use AI to:

- **Triage.** Sort the mess.
- **Tutor.** Close knowledge gaps in plain language.
- **Diagnose.** Walk a structured method without skipping layers.
- **Document.** Write up what just happened so the next technician learns.

Same tool. Different verbs. More skepticism.

PART 01 · THE DAY'S PROMISE

What you leave with.

What you leave with

- A help desk response template you would actually send.
- A layered network troubleshooting flow on autopilot.
- A hardware-vs-software decision tree for PC complaints.
- A six-week CompTIA study plan tuned to your weakest domains.
- 15 flashcards and 3 practice questions for tonight.
- An 18-month career path from Tier 1 to your goal role.

Three honest things about AI in tech work

01

Confidently wrong.

Wrong commands, wrong menu paths, outdated Windows versions. Verify before running.

02

Unaware of your shop.

It does not know your VPN vendor, your domain, your firewall rules. Stop telling it; start asking it to ask you.

03

Excellent at structure.

Layered troubleshooting, study plans, flashcards, post-mortems. Where there's a method, AI is a great coach.

LIVE DEMO · 01

Triage a vague ticket

Ticket: *"Email isn't working. Need it fixed before my 2pm."*

We walk:

1. Three clarifying questions to ask first.
2. A priority assignment with a one-sentence justification.
3. A response that does not contain "we apologize for the inconvenience."

RTCF, in tech work

- Role.** A senior help desk technician training a new hire.
- Task.** List clarifying questions and likely root causes.
- Context.** This specific ticket. This OS. This user type.
- Format.** Numbered. Plain language. No jargon the user would not understand.

The same RTCF from Workshop 1. **Role** and **Context** do almost all the work in technical prompts.

ACTIVITY · 01

Help desk ticket triage

Take a vague ticket through clarifying questions, priority, and a clean response.

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25 minutes

Solo

Real-shaped tickets

Layered network troubleshooting

The discipline of the senior network technician is one thing: **never skip layers.**

1. **Physical.** Cable. Light. Wifi signal.
2. **Link.** Is the device on the network at all?
3. **IP.** Right address? Right subnet? Reaches gateway?
4. **DNS.** Resolve names?
5. **Application.** Is the service actually up?

Cheap to expensive. AI is good at coaching you through this until it is automatic.

The 169.254.x.x story

Worth knowing cold:

- **What it means.** The OS gave up on getting a real IP and self-assigned a fake one (APIPA on Windows).
- **What it usually means.** DHCP didn't reach. Loose cable, dead switch port, or a service issue.
- **First fix.** `ipconfig /release` then `ipconfig /renew`. If that doesn't work, the cable.
- **When to escalate.** Whole subnet showing 169.254 means the DHCP server is the problem, not the desk.

ACTIVITY · 02

Layered network troubleshooting

Walk a network problem from cable to cloud, with AI as your tutor on every layer.

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30 minutes

Pairs welcome

Five-layer flow

LIVE DEMO · 03

Hardware versus software

The first decision in PC troubleshooting:

Hardware signs

Won't power on. Fan loud. Hot to touch. Visible damage. Random restarts.

Software signs

Boots but slow. Programs hang. Browser issues. After-update problems. Recoverable in safe mode.

The single most useful question to a user: *"Did anything change in the last 24 hours?"*

ACTIVITY · 03

PC troubleshooting

Diagnose a slow or broken PC. Hardware versus software. Pick the complaint you do not already know how to fix.

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25 minutes

Solo

Hand-off note included

LIVE DEMO · 04

CompTIA study plan

CompTIA certs cost real money to sit. You take them once.

The plan that works:

1. **Honest self-rating** by exam domain. No flattering yourself.
2. **Front-load weeks** on weak domains.
3. **Hands-on every week.** Reading alone fails this test.
4. **Practice exams in the last two weeks.** Not earlier.

AI is excellent at building this plan if you give it honest inputs.

Cert versions, current as of 2026

- **A+:** 220-1101 and 220-1102. Two exams. ~\$250 each.
- **Network+:** N10-009. One exam. ~\$370.
- **Security+:** SY0-701. One exam. ~\$400.
- **CySA+ (next-step security):** CS0-003.

Always confirm version on [comptia.org](https://www.comptia.org) before buying study materials. AI will sometimes name an outdated version. The publisher's site is authoritative.

ACTIVITY · 04

CompTIA study plan

Build a six-week study plan and a stack of practice questions. Walk out with a calendar block for tonight.

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30 minutes

Solo

Open your calendar

PART 02 · THE HONEST CAREER TALK

**Where this leads, in
18 months.**

Career path, honest version

From Tier 1 help desk, your most likely 18-24 month moves:

- **Desktop support / Tier 2.** Same skills, better pay, less customer queue. Often internal.
- **Junior sysadmin.** Active Directory, Microsoft 365 admin, scripting. Network+ helps.
- **Junior network admin.** Network+ and a hands-on home lab. Less common in 2026, many of these roles are merging with cloud roles.
- **SOC Tier 1 / Junior security analyst.** Security+ required. Usually one team move first. **(See Workshop 4.)**
- **Cloud support.** Microsoft Learn paths, AZ-900 then AZ-104.

See the use case for an 18-month path to junior SOC.

Responsible use in tech work

Never paste any of these into a public AI:

- Real user names, employee IDs, or asset tags.
- Internal IP addresses, hostnames, server names.
- VPN URLs or company portal URLs.
- Real CVE-related details before they are public.
- Customer or patient data, ever.
- Ticket IDs that link to a person.

Sanitize: replace `fileserver-prod-01` with `[server]`, `10.20.30.40` with `[internal-ip]`.

Tools beyond Claude and ChatGPT, for tech work

Different tools, different strengths:

- **Claude Projects.** Set system instructions once, reuse for all tickets. Free tier good.
- **Perplexity.** Cites its sources. Best for "what is the current Windows 11 menu path for X."
- **Kimi.** Long context. Drop a 50-page event log.
- **Microsoft Copilot for Windows.** Free with Windows 11. Local context awareness.

Free tier of each rotates well. See the [Tools page](#).

Your 30-day plan

Week 1

Three real tickets

Run the help desk triage flow. Save the responses you sent.

Week 2

Pick one cert

Take the AI-built study plan. Block 4-5 hours into the week.

Week 3

Home lab

One VM minimum. Document it. The doc is the artifact, not the lab.

Week 4. Run the career-path use case. Update LinkedIn with one new tech bullet.

What's next: Workshops 3 and 4

If this set of skills clicks:

- **Workshop 3 (Agentic).** Take everything from W1+W2 and turn it into automations. Custom CompTIA tutor bot. Help desk auto-triage. Job-search agent.
- **Workshop 4 (Security).** Defensive cyber for the entry-level analyst. Alert triage, IR comms, vuln management, threat-intel IOCs.

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Where to go from here

Site

urbanleague.consultlemieux.com/ws2-tech

Prompt library PDF

</ws2-tech/resources>

Deck PDF

</ws2-tech/resources>

Questions later

info@consultlemieux.com



Thanks.

You showed up. You did the work.



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Lemieux Consulting LLC · consultlemieux.com

info@consultlemieux.com

GO PASS THE CERT