# ESET Healthcheck Services Specialist

The goal of the ESET Healthcheck Service is to provide means to customers to get our products checked in their environments. The checking should focus on issues, faults or misconfiguration so we can ensure the product is used to its full potential. ESET Healthcheck Services Specialists (HSS) are Technical Support Engineers (or similar) who are eligible for this task and they can introduce our best practices to the customer based on their vast experience and the checking done in the customer’s environment.

## Description

The HSS are experts for several products they have in-depth knowledge of with several years of experience (ideally) with ESET products on a technical position. They primarily take care of tasks of their expertise but have also good knowledge of other products.

They deliver high quality of work within their expertise and there is no need to verify the outcomes of their work very often. They demonstrate very high reliability and full autonomy.

They keep up to date on trends, new tools and products of ESET. They come up with innovative ideas and solutions to problems, as well as with proposals for optimization of existing processes and systems and suggestions to implement new tools and technologies.

The HSS must cooperate and communicate with customers and other teams effectively, which requires very good communication skills and the ability to work in complex environments.

The following characteristics are required:

* Know and properly use all the tools and processes relevant for the tasks.
* Prepare testing environments.
* Provide on-site/remote health-check for selected customers.
* Perform conceptual, systematic, creative and methodical activities.
* Visit/call selected customers to gather the necessary data and to deliver the required services.
* Suggest improvements to the services guides and processes.
* Manage projects related to services (per customers, tracking the related activities).
* Plan regarding the services by using existing systems.

## Certification by EDU: ESET Healthcheck Services Specialist Learning Plan

Certify the selected technical support engineers by taking the ESET Healthcheck Services Specialist Learning Plans and finishing them successfully.

## Certification by EDU: ESET Healthcheck Services Learning Plan

Certify the selected technical support engineers by taking the HSS Learning Plans and finishing them successfully.

Learning Plan for ESET Healthcheck Specialist:

1. [ESET Technical Support Specialist (HQLP-TSS)](https://esetcom.sharepoint.com/sites/global-hub-team-technical-education/SitePages/ESET-Technical-Support-Specialist-%28HQLP-TSS%29.aspx)

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| --- | --- |
| COURSE CODE | COURSE NAME |
| HQ-POT | EPOT | ESET Product Overview Training |
| HQ-TT | ETT | ESET Technologies Training |
| HQ-ESMC\_7 | ESMC01 | ESET Security Management Center Basic Training |
| HQ-ESMC\_7-2 | ESMC02| ESET Security Management Center Advanced Training |
| HQ-EFS\_7 | EFS01 | ESET File Security Training |
| HQ-EMSX\_7 | EMSX01 | ESET Mail Security for MS Exchange Training |
| HQ-ESA | ESA01 | ESET Secure Authentication Training |
| HQ-TSS | TS01 | ESET Technical Support Training |

1. [ESET MSP Administrator Specialist (HQLP-MSP)](https://esetcom.sharepoint.com/sites/global-hub-team-technical-education/SitePages/ESET-MSP-Administrator-Specialist-%28HQLP-MSP%29.aspx)

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| COURSE CODE | COURSE NAME |
| HQ-POT | EPOT | ESET Product Overview Training |
| HQ-TT | ETT | ESET Technologies Training |
| HQ-EMA\_2 | MSP01 | ESET MSP Administrator Portal Training |
| HQ-ESMC\_7 | ESMC01 | ESET Security Management Center Basic Training |
| HQ-ESMC\_7\_MSP | MSP02 | ESET Security Management Center for MSP environments |

1. [ESET Endpoint Encryption Specialist (HQLP-EEE)](https://esetcom.sharepoint.com/sites/global-hub-team-technical-education/SitePages/ESET-Endpoint-Encryption-Specialist-%28HQLP-EEE%29.aspx)

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| COURSE CODE | COURSE NAME |
| HQ-POT | EPOT | ESET Product Overview Training |
| HQ-TT | ETT | ESET Technologies Training |
| HQ-EEE | EEE01 | ESET Endpoint Encryption Training |

1. [ESET Enterprise Inspector Deployment Specialist (HQLP-ENT)](https://esetcom.sharepoint.com/sites/global-hub-team-technical-education/SitePages/ESET-Enterprise-Inspector-Deployment-Specialist-%28HQLP-ENT%29.aspx)

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| COURSE CODE | COURSE NAME |
| HQ-ENT | ENT01| ESET Enterprise Overview Training |
| HQ-EEI\_1.2 | ENT02 | ESET Enterprise Inspector Deployment Training |

## Third Party Certifications

To understand the customers’ environments, it is necessary to have experience with those environments. The following 3rd party certificates are recommended:

* MTA certification (Windows Operating System Fundamentals)\*

Exams: Windows Operating System Fundamentals, Windows Server Administration Fundamentals, Networking Fundamentals, Database Fundamentals

* Other – Database Fundamentals by Pluralsight, Networking Basics\*
* Security Fundamentals
* Administering Microsoft Exchange Server 2016/2019

\*more information in the Appendix

## Appendix

## Third Party Certifications

MTA certification: <https://www.microsoft.com/en-us/learning/mta-summary-certification.aspx>

As basics, we recommend the following exams/courses:

**Exam 98-349/Course 40349**

**Windows Operating System Fundamentals**

Candidates for this exam should have knowledge of fundamental Windows operating system concepts in a Windows 10 environment.
<https://www.microsoft.com/en-us/learning/exam-98-349.aspx>

**Exam 98-365**

**Windows Server Administration Fundamentals**

This exam is designed to provide candidates with an assessment of their knowledge of fundamental server administration concepts. It is recommended that candidates become familiar with the concepts and the technologies described here by taking relevant training courses. Candidates are expected to have some hands-on experience with Windows Server, Windows-based networking, Active Directory, account management, and system recovery tools and concepts.

<https://www.microsoft.com/en-us/learning/exam-98-365.aspx>

**Exam 98-366**

**Networking Fundamentals**

This exam is designed to provide candidates with an assessment of their knowledge of fundamental networking concepts. Candidates for this exam are seeking to prove fundamental networking knowledge and skills. Before taking this exam, candidates should have a solid foundational knowledge of the topics outlined in this preparation guide. It is recommended that candidates become familiar with the concepts and the technologies described here by taking relevant training courses. Candidates are expected to have some hands-on experience with Windows Server, Windows-based networking, network management tools, DNS, TCP/IP, names resolution process, and network protocols and topologies

<https://www.microsoft.com/en-us/learning/exam-98-366.aspx>

**Exam 98-364/Course 40364**

**Database Fundamentals**
<https://www.microsoft.com/en-us/learning/exam-98-364.aspx>

For security:

**Security Fundamentals**<https://www.microsoft.com/en-us/learning/exam-98-367.aspx>

This exam validates that a candidate has fundamental security knowledge and skills. It can serve as a stepping stone to the Microsoft Certified Solutions Associate (MCSA) exams. It is recommended that candidates become familiar with the concepts and the technologies described here by taking relevant training courses. Candidates are expected to have some hands-on experience with Windows Server, Windows-based networking, Active Directory, anti-malware products, firewalls, network topologies and devices, and network ports.

For messaging:

**Course 20345-1-B: Administering Microsoft Exchange Server 2016/2019 (Exam 70-345)**

This course teaches IT professionals how to administer and support Exchange Server. The course covers how install and configure Exchange Server. It also covers how to manage mail recipients and public folders, including how to perform bulk operations by using Exchange Management Shell.

<https://docs.microsoft.com/en-us/learn/certifications/courses/20345-1>

<https://docs.microsoft.com/en-us/learn/certifications/exams/70-345>

PluralSight:

Database Fundamentals: <https://app.pluralsight.com/library/courses/sqlserver-database-fundamentals/table-of-contents>

“Free” e-book:

Networking Basics:

<https://www.sos.wa.gov/_assets/library/libraries/projects/ita/moac_mta_98-366_2e_networking-fundamentals.pdf>