

IT Help Desk Technician Bootcamp

Admission Requirements: Students must be 18 years of age or older at the time of enrollment, must present a valid ID for verification, and must present evidence of completing high school or high school equivalency.

Program Description: Become an IT Professional in less than 4 months, without any prior experience required. We'll provide the tools, the training and the confidence you need to advance your career as an IT Specialist — and land the rewarding position you deserve.

Prerequisites: To ensure your success in this bootcamp, you should have experience with basic computer user skills, be able to complete tasks, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts

Objectives:

- Protect a company's network and proprietary and sensitive information.
- Help businesses apply IT concepts and strategies
- Analyze data to help your company make decisions
- Security testing, create cybersecurity policies and practices.

Program Outline:

CIP Number: 11.1006

Code	Course	Lecture	Lab	Total Hours
ITHD	IT Help Desk Technician Bootcamp	250		250
Total Hours				
• Associated Industry Certifications*: CompTIA IT Fundamentals ITF+ (FCO-U61), ITIL® 4 Foundations				

** 1 Examination voucher included. It is the student's responsibility to take all certification exams within twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the school director.*

Program Fee*:

\$1,800.00

**(Inclusive of registration, tuition fee, 1 exam cost, curriculum guides)*

Cost Per Single Subject*:

N/A

Class Schedule: The time required to complete this course is 12 weeks. The program is offered as instructor-led virtual sessions that run 4 hours weekly from 8:00 am to 12:00 pm, Monday through Friday via 2x2 hour mentor led sessions (includes 20-25 minutes of scheduled breaks at the discretion of the instructor). During your class, you will be able to ask questions, get instant feedback from the instructor. In addition to classroom instruction, students are expected to spend 10 to 15 hours weekly on mini projects and the capstone practicum.

Instructional Methods: Virtual Live Instruction

Class Dates: Classes starting 02/06/2023, new cohort every 6 weeks after

See the school catalog for student technology requirements for online participation and school holidays and office hours.

Code: IT Help Desk Technician Bootcamp

Subject Description: Become an IT Professional in less than 4 months, without any prior experience required. We'll provide the tools, the training and the confidence you need to advance your career as an IT Specialist — and land the rewarding position you deserve.

Subject Hours:

	IT Help Desk Technician Bootcamp
Prep Work	20
Lecture	85
Reading Material	50
Assignments/Quiz	55
Capstone Projects	40
Labs	0
Total Hours	250

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Required textbook(s): N/A

Instructional Methods:

- Live instruction delivered virtually
- Projects assigned as out-of-class homework

- Capstone assigned as out-of-class homework

Student/Instructional Ratios: 10:1

Materials and Media Refences: N/A

Content Outline:

Study Plan	Name
Week 1-2	CompTIA IT Fundamentals ITF+ (FCO-U61)
Week 3-4	Hardware and Operating System Fundamentals
Week 5	CompTIA Network+ N10-007
Week 6-8	Security Fundamentals
Week 9-10	Information Security Bootcamp: Project A
Week 11-12	ITIL® 4 Foundations + Certification Exam Bundle

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

90%+	A – Excellent
80-89.9%	B – Good
70-79.9%	C – Satisfactory
60-69.9%	D – Below Average
Below 60%	F – Very Poor/Fail
	I – Incomplete

- Attendance = 70% of grade
- Successful completion of labs = 15% of grade
- Projects/post-class assessment = 15% of grade

Upon program completion with a passing grade, students will receive a certificate of completion. Students are highly encouraged to take the industry-standard exam to receive a certification credential through the granting body or vendor.

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