

IT Support Technician Program

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: The IT Support Technician Program is an immersive and accelerated training program with a focus on creating the next generation of IT professionals. You will attend courses, do hands on labs, and apply your learning to successfully complete projects that address different topics such as Computer hardware and software fundamentals. Throughout the program you will interact with experts who will guide you through the program, answer questions, and help with labs and projects. The program will end with a capstone project where you will apply your learnings to real life information technology challenges. This is a 12-weeks program that includes 10 weeks of certification training and 2 weeks for exam preparation. Graduates of this program will learn critical skills for different information technology careers and will have access to career services as well.

Prerequisites: This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course.

Objectives:

This program covers following topics:

1. IT Fundamentals

- Set up a computer workstation and use basic software applications
- Understand the functions and types of devices used within a computer system
- Apply basic computer maintenance and support principles
- Understand some principles of software and database development
- Configure computers and mobile devices to connect to home networks and to the internet
- Identify security issues affecting the use of computers and networks

2. Computer/ Systems Fundamentals

- Hardware architecture
- Operating Systems (Windows and Linux)
- Install, configure, and maintain operating systems.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and troubleshoot display and multimedia devices.
- Configure and troubleshoot network connections.
- Maintain and troubleshoot Microsoft Windows.
- Implement physical security.
- Implement client virtualization and cloud computing.
- Manage users, workstations, and shared resources

Program Outline:

CIP Number: 11.1006

Code	Course	Lecture	Lab	Total Hours
ITSP	CompTIA ITF+	9	11	20
ITSP	CompTIA A+	16	14	30
Total Hours		25	25	50

Associated Industry Certifications*:

CompTIA ITF+, CompTIA A+

** 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*:

\$4,000

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

Cost Per Single Subject*: N/A

Class Schedule: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

Instructional Methods: 1. Lecture 2. Laboratory

Class Dates: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

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

ITSP: IT Support Technician Program Syllabus

Subject Description:

1. CompTIA ITF+

The CompTIA IT Fundamentals focuses on the essential IT skills and knowledge needed to perform tasks commonly performed by advanced end-users and entry-level IT professionals alike, including:

- Using features and functions of common operating systems and establishing network connectivity
- Identifying common software applications and their purpose
- Using security and web browsing best practices

2. CompTIA A+

The CompTIA A+ covers the following content:

- Increased reliance on SaaS applications for remote work
- More on troubleshooting and how to remotely diagnose and correct common software, hardware, or connectivity problems
- Changing core technologies from cloud virtualization and IoT device security to data management and scripting
- Multiple operating systems now encountered by technicians on a regular basis, including the major systems, their use cases, and how to keep them running properly
- Reflects the changing nature of the job role, where many tasks are sent to specialized providers as certified personnel need to assess whether it's best to fix something on site, or to save time and money by sending proprietary technologies directly to vendors

Subject Hours:

Lecture-25 / Lab-25 / Total - 50

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Required textbook(s): Not applicable.

Instructional Methods: 1 Lectures
2. Lab simulations

Student/Instructional Ratios: 18:1

Materials and Media Refences: Not Applicable

Content Outline:

Week 1	CompTIA ITF+: Using Computers CompTIA ITF+: Using Apps and Databases CompTIA ITF+: Using Computer Hardware
Week 2	CompTIA ITF+: Using Networks CompTIA ITF+: Security Concepts CompTIA A+: Installing Motherboards and Connectors
Week 3	CompTIA A+: Installing System Devices CompTIA A+: Troubleshooting PC Hardware CompTIA A+: Comparing Local Networking Hardware
Week 4	CompTIA A+: Configuring Network Addressing and Internet Connections CompTIA A+: Supporting Network Services
Week 5	CompTIA A+: Summarizing Virtualization and Cloud Concepts CompTIA A+: Supporting Mobile Devices
Week 6	CompTIA A+: Supporting Print Devices CompTIA A+: Configuring Windows
Week 7	CompTIA A+: Managing Windows CompTIA A+: Identifying OS Types and Features
Week 8	CompTIA A+: Supporting Windows CompTIA A+: Managing Windows Networking
Week 9	CompTIA A+: Managing Linux and macOS CompTIA A+: Configuring SOHO Network Security

Week 10	CompTIA A+: Managing Security Settings CompTIA A+: Supporting Mobile Software CompTIA A+: Using Support and Scripting Tools CompTIA A+: Implementing Operational Procedures
Week 11	EXAM Preparation
Week 12	EXAM Preparation

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 = 75% of grade
- Successful completion of labs = 15% of grade
- Projects/post-class assessment = 10% 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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