

PC Support Technician

Diploma

Program Objective

This program prepares students to deal with the problems they may encounter when supporting Personal Computers in an office environment. It provides in-depth knowledge of both computer hardware and software and prepares students to take the A+ certification exam. Students will have practical hands-on experience in trouble shooting computer problems and assembling a computer.

Successful students may choose to progress to advanced qualifications such as Microsoft Certified Engineer (MCSE) which is in high demand.

Personal Attributes Required

- Technical aptitude.
- Good interpersonal and communication skills.
- Excellent problem solving skills.
- Self-motivated.
- Good customer skills.
- Able to work independently

Career Opportunities

Skilled PC Support Specialists are in high demand in today's highly skilled environment. Virtually all organizations with multiple computers require the skills of PC Support Specialists which can become invaluable members of a management team.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

Full time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Duties & Responsibilities

- Providing technical support within small to medium sized office.
- Troubleshooting hardware and software problems.
- Replacing and installing new computer hardware.
- Keeping up-to-date on new trends in personal computing.
- Must be proficient in all aspects of computer software applications and operating systems.
- Must have in-depth knowledge of how computer systems work.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% program average to obtain a diploma.

Competencies upon Completion

Upon completion of the program the participant must demonstrate the following core competencies:

- **Keyboarding**
Introduction to Keyboarding and minimum 25 words per minute.
- **Operating Systems**
Basic level of proficiency in two operating systems and an advanced proficiency in Windows.
- **Word Processing**
Intermediate level of proficiency in one word processing application.

- **Spreadsheets**
Intermediate level of proficiency in one spreadsheet application.
- **Database Management**
Intermediate level of proficiency in one database application.
- **Graphics/Presentations**
Basic level of proficiency in two graphics/presentation applications.
- **Office Skills**
Basic/Intermediate level of proficiency in the specified courses.
- **Business Skills**
Complete customer service and workplace success/intrapreneurship or management fundamentals.
- **PC Troubleshooting**
Complete the specified courses.
- **Computer Networking**
Complete the specified courses.
- **Job Search & Résumé Preparation**
- **Office Simulations**
Three sets of drills as needed.
(A+ drills recommended).

Students should complete two credits from any of these groups:

- Word processing
- Spreadsheets
- Graphics/presentations
- Computerized accounting
- Operating systems
- Miscellaneous group 11

Note: Actual course selections may vary by location and are made at the time of enrollment.

