PC Support Specialist

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.

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.

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.

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.

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.

Competencies upon Completion

Core Courses

- **Keyboarding**
  Minimum 25 words per minute (WPM)
- **Operating Systems**
  Advanced level of proficiency in a Windows operating system
- **Word Processing**
  Advanced level of proficiency in Microsoft Word
- **Spreadsheets**
  Intermediate level of proficiency in Microsoft Excel
- **Database Management**
  Advanced level of proficiency in Microsoft Access
- **Graphics/Presentations**
  Advanced level of proficiency in Microsoft PowerPoint
- **Office Skills**
  Internet Fundamentals, Personal Computer Fundamentals for End Users, advanced level of proficiency in Microsoft Outlook
- **Business Skills**
  Customer Service, Management Fundamentals
- **PC Troubleshooting**
  CompTIA A+ 220-1001 and CompTIA A+ 220-1002
- **Computer Networking**
  CompTIA Network+ and CompTIA Server+
- **Job Readiness/Employability Skills**
  Job Search and Resume Writing and Thought Patterns for a Successful Career

Elective Courses

Students should complete three (3) credits from any of these groups:

- Office Skills
- Computer Networking
- Business Skills
- Accounting

Academy of Learning

CAREER COLLEGE