

IT Support Technician

Diploma

Program Overview

This program prepares students to deal with the problems they may encounter when servicing personal computers and networks. The program provides in-depth knowledge of computer hardware, and students will gain experience in troubleshooting computer problems and develop a basic understanding of servers.

The program prepares students to take the CompTIA A+, Network+, Security+, Server+ and Windows Client certification exams.

Career Opportunities

Graduates of the program will find opportunities working as technicians for small to medium-sized PC or electronics companies, as well as large PC-related manufacturing operations. They may also find positions in computer sales and service.

After some experience, they may wish to open their own computer repair service.

Duties and Responsibilities

- Provide comprehensive technical skills relating to maintenance and repair of PC hardware.
- Understanding design and application of PC software and operating systems.

Program Notes

Tuition fees include all course materials. Financial assistance may be available for those who qualify.

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

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by qualified learning coaches.
- Online training supported by qualified learning coaches or online instructors.

Personal Attributes Required

- A strong desire or aptitude for working with technology
- An aptitude for problem solving
- Good English reading skills

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. Applicants whose first language is not English must provide proof of English proficiency.

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

- **Operating Systems**
Advanced level of proficiency with Windows OS
- **Word Processing and Spreadsheets**
Basic level of proficiency in Microsoft Word and Excel
- **Data Management**
Basic level of proficiency in Microsoft Access
- **Job Readiness / Employability Skills**
Job Search and Résumé Writing, Practical Applications
- **PC Troubleshooting**
CompTIA A+ 220-1101 and 220-1102, Windows Client, Managing Modern Desktops
- **Computer Networking**
CompTIA Network+, CompTIA Security+, CompTIA Server+
- **Cloud Management**
Azure Fundamentals and Administrator