Personal Computer 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. The program provides in-depth knowledge of both computer hardware and software and prepares students to take the CompTIA A+, Network+, and Security+ certification examinations. Students will gain practical, hands-on experience in troubleshooting computer problems and assembling a computer.

Successful students may choose to progress to advanced qualifications, such as MCSA.

Program Notes

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

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

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Online training supported by Academy of Learning College facilitators or online instructors.

Career Opportunities

Skilled Personal Computer Support Technicians are in high demand in today's skilled environment. Virtually all organizations with multiple computers require the skills of Personal Computer Support Technicians who can become invaluable members of a management team.

Duties and Responsibilities

- Providing technical support to end users within small- to medium-sized offices.
- Troubleshooting hardware and software problems.
- Replacing and installing new computer hardware.
- Keeping up-to-date on new trends in personal computing.
- Supporting all aspects of computer software applications and operating systems.

Required Skills and Personal Attributes

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

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.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

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.

Program Prerequisites

Candidates must be able to keyboard at a minimum speed of 25 words per minute (WPM).

Academy of Learning
CAREER COLLEGE

Competencies upon Completion

- **Operating Systems**
  Advanced level of proficiency in a Windows operating system
- **Word Processing**
  Intermediate level of proficiency in Microsoft Word
- **Spreadsheets**
  Intermediate level of proficiency in Microsoft Excel
- **Graphic/Presentations**
  Advanced level of proficiency in Microsoft PowerPoint
- **Database Management**
  Advanced level of proficiency in Microsoft Access
- **Office Skills**
  Advanced level of proficiency in Microsoft Outlook
- **Business Skills**
  Customer Service and Workplace Success/Intrapreneurship
- **PC Troubleshooting**
  CompTIA A+ Certification: 220-801, CompTIA A+ Certification: 220-802, and CertBlaster Exam Preparation
- **Computer Networking**
  CompTIA Network + and CompTIA Security +
- **Job Readiness/Employability Skills**
  Job Search and Résumé Writing and Thought Patterns for a Successful Career