

Network Administrator

Diploma

Program Objective

This program provides students with the necessary skill and knowledge to plan, install, and provide routine control over and manage exceptional situations in relation to quality communications network services in an information system. It provides in-depth knowledge on evaluating communications hardware, software and transmission service alternatives against changing business requirements; maintaining links with network suppliers; monitoring network performance; providing support for systems; localizing and rectifying faults in networks and handling non-routine user/customer problems; and providing expertise and practical assistance in delivering service that complies with statutory and other standards, as well as strategic and tactical plans.

Program Notes

Financial assistance may be available to qualified students.

Graduation requirements:

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

Career Opportunities

Recent studies indicate that strong growth in IT jobs, especially for skilled Computer and Network Operators, are expected over the next few years. Careers that correspond with the skills learned in this program include:

- Hardware Installation Coordinator
- Network Administrator
- Network Support Technician
- Network Operator
- Local Area Network (LAN) Administrator
- Local Area Network (LAN) Technician

Duties & Responsibilities

Network Administrators provide day-to-day onsite administrative support for software users in a variety of work environments, including professional offices, small businesses, government, and corporations. Their duties may include:

- Maintaining, troubleshooting, and administering the use of local area networks (LANs), wide area networks (WANs), hardware, software and related computer equipment.
- Monitoring and implementing network activities.
- Designing and configuring networks, recommending purchases of application servers, peripherals, and software.
- Evaluating and installing computer hardware, networking software, and operating system software.
- Providing problem-solving services to network users.
- Performing data backups and disaster recovery operations.

Personal Attributes Required

- Technical/functional skills and aptitude
- Software and hardware troubleshooting skills
- Problem solving skills
- Ability to be innovative and creative
- Business and management skills
- Personal/interpersonal skills
- Time management skills
- Ability to work in a team environment as well as independently
- Embraces change and new technology
- Excellent communication and organizational skills
- Self-motivated
- Good customer skills
- Ability to multi-task and work effectively despite possible time constraints
- Experience in the IT industry

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, evening, or on weekends.

Competencies upon Completion

CORE COURSES*

- **KEYBOARDING**
Minimum 25 words per minute
- **OPERATING SYSTEMS**
Basic level of proficiency in MS-DOS and an advanced level of proficiency in a Windows operating system
- **SOFTWARE FUNDAMENTALS**
Basic level of proficiency using the Internet, Microsoft Word, Microsoft Excel, Microsoft Access, and Microsoft Outlook
- **EMPLOYABILITY SKILLS**
Job Search and Résumé Writing and Thought Patterns for a Successful Career
- **BUSINESS SKILLS**
Completion of Customer Service, Business Correspondence Level 1, and Project Management Fundamentals
- **PC TROUBLESHOOTING**
CompTIA A+ Certification: Essentials and CompTIA A+ Certification: IT Technician
- **COMPUTER NETWORKING**
Network+/Server+ and Security+
- **MICROSOFT CERTIFICATION PREPARATION**
Microsoft Windows Server 2003 Environment Management and Maintenance
Microsoft Windows Server 2003 Network Services Management
Microsoft Windows XP Professional Administration and Maintenance

- **OFFICE SIMULATIONS**
Complete three sets of practical applications and drills
- **COMPULSORY NON-CREDIT ACTIVITIES**
Hardware and Operating System Technologies
Practical Simulation

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