

# Network Support Specialist

## Diploma

---

### Program Objective

This program provides students with the necessary skills and knowledge to plan, install, provide routine control over, and manage exceptional situations in relation to quality communications network services in an information system. It provides in-depth knowledge about 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 with strategic and tactical plans.

### 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.

### Program Prerequisites

Candidates must be able to keyboard at a minimum speed of 25 words per minute (WPM) and have a fundamental understanding of basic computer concepts and the Internet.

### 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 and 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

### Required Skills and Personal Attributes

- 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
- Willingness to embrace change and new technology
- Excellent communication and organizational skills
- Self-motivated
- Good customer service skills
- Ability to multi-task and work effectively despite possible time constraints
- Experience in the IT industry

## Competencies upon Completion

### Core Courses

- **Keyboarding**  
Minimum 10 words per minute (WPM)
- **Operating Systems**  
Advanced level of proficiency in a Windows operating system
- **Word Processing**  
Basic level of proficiency in Microsoft Word
- **Spreadsheets**  
Basic level of proficiency in Microsoft Excel
- **Database Management**  
Basic level of proficiency in Microsoft Access
- **Business Skills**  
Customer Service Essentials
- **PC Troubleshooting**  
CompTIA A+ 220-1001 and CompTIA A+ 220-1002
- **Microsoft Certification**  
Installation, Storage, and Compute with Windows Server 2016; Networking with Windows Server 2016; Identity with Windows Server 2016
- **Computer Networking**  
CompTIA Network +, CompTIA Server +, and CompTIA Security +
- **Job Readiness/Employability Skills**  
Job Search and Résumé Writing and occupational Health and Safety and option to complete a 4 week term.