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 CompTIA A+, Network+, and Server+ certification exams. 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 MCSA and MCSE, which are in high demand.

Program Notes

Tuition fees include student manuals and all other course material. Financial assistance may be available to qualified students.

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

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.

Duties & Responsibilities

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

Personal Attributes Required

- Technical aptitude
- Good interpersonal and communication skills
- Excellent problem-solving skills
- Self-motivated
- Good customer skills
- Able 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.

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
  Minimum 25 words per minute
- BASIC COMPUTER CONCEPTS
  Introduction to Personal Computers
- OPERATING SYSTEMS
  Basic level of proficiency in MS-DOS and an advanced level of proficiency in a Windows operating system

- BUSINESS SKILLS
  Completion of Customer Service, Grammar
  Essentials for Business Writing, Business
  Correspondence Level 1, and Workplace
  Success/Intrapreneurship OR Project Management
  Fundamentals
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet and
  Microsoft PowerPoint
  Intermediate level of proficiency in Microsoft Word,
  Microsoft Excel, Microsoft Outlook, and Microsoft
  Access
- GRAPHICS/PRESENTATION
  Completion of Microsoft Publisher
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing and Thought
  Patterns for a Successful Career
- PC TROUBLESHOOTING
  CompTIA A+ Certification: Essentials and CompTIA
  A+ Certification: IT Technician
- COMPUTER NETWORKING
  Network+/Server+
- COMPULSORY NON-CREDIT ACTIVITIES
  Hardware and Operating Systems Technologies
  Practical Simulation
- OFFICE SIMULATIONS
  Complete one set of practical applications and drills

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