

Technical Support Specialist

607.5 Hours / 18 Weeks

Program Objectives:

This program of study is designed to prepare the student for employment in areas such as Personal Computer Support, Help Desk, User Support and LAN Administration. Through lecture and appropriate Lab Training, the program will provide the student with the technical, manual and manipulative skills and knowledge to be employed as an entry level Technical Support Specialist.

This program provides knowledge of Technical Support and Personal Computer architecture operations, basic troubleshooting skills and procedures. The Instructor encourages effective use of available reference sources for problem diagnosis, resolution and enabling clear and professional communication skills.

Courses include Personal Computer Configuration and Troubleshooting techniques, DOS, Windows XP, Windows Server 2003, and the latest Microsoft Applications. The main focus of this program is to prepare the student for any Technical support position that emphasizes the personal computer and Networking skills.

Courses:

Personal Computer Configuration and Troubleshooting
Advanced Personal Computer Configuration and Troubleshooting
DOS
Supporting Windows XP Professional
Microsoft Word
Microsoft Excel
Microsoft Access
Microsoft PowerPoint
Networking Essentials
Administering Windows Server 2003
Windows Server 2003
Internet Explorer
Career Development
Resume Preparation
Interviewing Techniques