

IT 1000

IT Support Professional

10 weeks

DURATION



ISSUING AUTHORITY

High School Diploma or GED

REQUIREMENTS








PROGRAM DETAILS

The IT Support Professional career training program is perfect for the individual looking to take the first step on a pathway toward a career in IT. In this online certification program, students gain an understanding of the core components that make up the information technology (IT) landscape while preparing for the CompTIA IT Fundamentals exam, and then advance into technical training that covers the technical support skills needed to prepare for CompTIA A+ certification.

In the Fundamentals of IT course, students will learn the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. It prepares students for the CompTIA IT Fundamentals certificate exam.

The A+ Comprehensive course provides training focused on the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals. After successful program completion, students will be prepared to challenge the two exams required to attain CompTIA A+ certification.

AT THE END OF THIS PROGRAM, YOU WILL BE ABLE TO:

-  Maintain, support and work efficiently with computers
-  Understand the fundamentals of computer technology, networking and IT security
-  Set up basic security, software updates and wireless devices
-  Identify hardware, peripheral, networking and security components
-  Know how to perform proper computer safety procedures and best practices

ATTAINABLE CAREERS

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|----------------------------|---|
| PC Support Technician | Desktop Support Specialist |
| Network Support Technician | Technical & Software Support Specialist |
| Helpdesk Specialist | |

COURSES

CS1011 Customer Service Professional–Level 1
 MS1000 Microsoft Office Basics
 IT1011 CompTIA IT Fundamentals
 IT2012 CompTIA A+ Comprehensive



TARGET CERTIFICATIONS

ITF CompTIA IT Fundamentals Certification
 A+ CompTIA A+
 CSC Customer Service Certified

As a MedCerts Student, you also have the added benefit of Job Search Assistance including guidance with resume building, networking, interviewing, and job search tips.