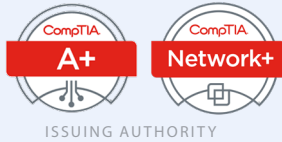


# IT 2000

## IT Helpdesk Administration

18 weeks  
DURATION



High School Diploma or GED  
REQUIREMENTS

### PROGRAM DETAILS

This program provides comprehensive training for students who wish to prepare for entry into a career in Information Technology (IT). This program provides students with the knowledge required to sit for three international certification exams. The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 and Core 2, and one exam leads to the CompTIA Network + Certification.

A+ Certification indicates technical ability and signifies the competence to support a wide variety of hardware and software. Network + Certification validates that students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support. Upon completion of this program, students will be prepared for international, vendor-neutral certifications in a growing and in-demand field.

This 18-week online certification program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program.

This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively.






Upon completion of the program, students will have one-on-one exam preparation for each exam with a MedCerts subject matter specialist. Each exam preparation period can last from 4 to 6 weeks.

### COURSES

- IT 2012 A+ Core Series
- IT 2013 Network+
- MS 6000 Microsoft Office Series III



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

-  Understand the basics of operating systems (OS), network technologies and design principles
-  Install, configure, upgrade and maintain PC workstations and SOHO networks
-  Manage and troubleshoot a basic network infrastructure, using common ports and networking protocols
-  Install and manage wired and wireless networks, adhering to standards and using modern testing tools
-  Identify and troubleshoot performance and connectivity issues related to PC's and networks

### ATTAINABLE CAREERS

- |                       |                             |
|-----------------------|-----------------------------|
| PC Technician         | Network Technician Helpdesk |
| Technology Specialist | Technician                  |
| Technical Support     | Field Technician            |



### TARGET CERTIFICATIONS

- A+** CompTIA A+ Certification
- NETWORK+** CompTIA Network+ Certification

*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.*