

IT 2000

IT HELPDESK ADMINISTRATOR



PROGRAM DETAILS

A Helpdesk certification provides a strong base for a long career in IT. This program is comprised of two courses – A+ and Network+ – to prepare you to start a career as an IT Helpdesk Administrator. Through these two courses, you will gain the skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis and preventative maintenance.

The A+ Certification shows technical ability and signifies the competence to support a wide variety of hardware and software. Network + Certification validates that you have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support.

This Helpdesk Admin program provides you with the knowledge to sit for three international certification exams. Two exams make up the A+ certification, and one exam leads to Network+ certification. The registration and cost for both A+ certification exams and the Network+ exam are covered by your tuition.

COURSES

IT-2012 - A+ Comprehensive

IT-2013 - Network+

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

- ✓ Troubleshoot basic network infrastructure, using common ports and networking protocols
- ✓ Troubleshoot performance and connectivity issues related to PC's and networks
- ✓ Manage wired and wireless networks
- ✓ Install, configure, upgrade, and maintain PC workstations and SOHO networks

ATTAINABLE CAREERS

Desktop Support
Specialist

Network Administrator

PC Technician

TARGET CERTIFICATIONS

CompTIA A+
CompTIA Network+



ISSUING AUTHORITIES

CompTIA

While this training and related target certifications may be accepted and/or approved by your state of residency, employers reserve the right to dictate pre-requisite education, experience, or certification/licensure requirements for their positions. These requirements may exclude a graduate from eligibility. We strongly advise students to research target job posts from area employers and relevant state requirements, barriers or restrictions to ensure eligibility upon graduation.