



Computer Support Specialist Certificate Program

Course Description

In the high tech world we live in, computer hardware and software support are two of the core competencies required for building the next generation of IT technologies. A+ Certification is an industry recognized credential that certifies the competency of PC Service Specialists. After completing this program, the student will have a working knowledge to build, repair, troubleshoot and configure a computer and its software. Simulated test engines will help prepare the students for each CompTIA certification exam.

- CompTIA A+ Core 1: Exam 220-1001
- CompTIA A+ Core 2: Exam 220-1002

The following IT credentials will be conferred on all students who successfully complete exams:

A+ Certification

Admissions Requirements:

- Individuals applying for this course are required to have successfully completed the basics test for computers
- Present proof of education (high school diploma or GED certificate or in pursuit thereof)

Career Opportunities:

Computer Support technicians are required for small, medium, large and multi-billion-dollar corporations, governments, and non-profit organizations to install, maintain, and repair computers and computer equipment which is vital to the operation of the organization. Computer Support technicians are employed in areas such as: PC Repair, Computer Diagnostics, Desktop Support, and Technical Support Representative. Students will be eligible for technical support jobs in corporate, government and non-profit organizations and jobs for desktop support, computer lab support, education and other business arenas.

Course Session Information

Class Session: Day: 9:00am – 3:00pm → Mon – Thurs; Lunch 11:30pm – 12:30pm
Breaks 15 min 10:15am and 1:45pm
Night: 6:00pm – 9:00pm → Mon – Thurs
Breaks 10 min 7:00pm and 8:00pm

Course Length: 100 hours: Day – 5 weeks | Night – 9 weeks (no holidays)

Class Size: Ratios up to 12 students per Instructor | 1 student per computer

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Program Outline		Clock Hours			
Sub #	Subject Title	Lec	Lab	Ext	Total
COMS01	Computer Fundamentals	08	08	00	16
COMS02	Hardware Identification, Installation & Configuration	08	08	00	16
COMS03	Operating System Introduction, Installation & Configuration	08	08	00	16
COMS04	Customizing & Optimizing the Operating System	08	08	00	16
COMS05	Threats, Hardening Systems & Security	08	08	00	16
COMS06	Troubleshooting & Troubleshooting Methods	08	04	00	12
COMS07	A+ Certification Test Prep	08	00	00	08
TOTALS		56	44	00	100