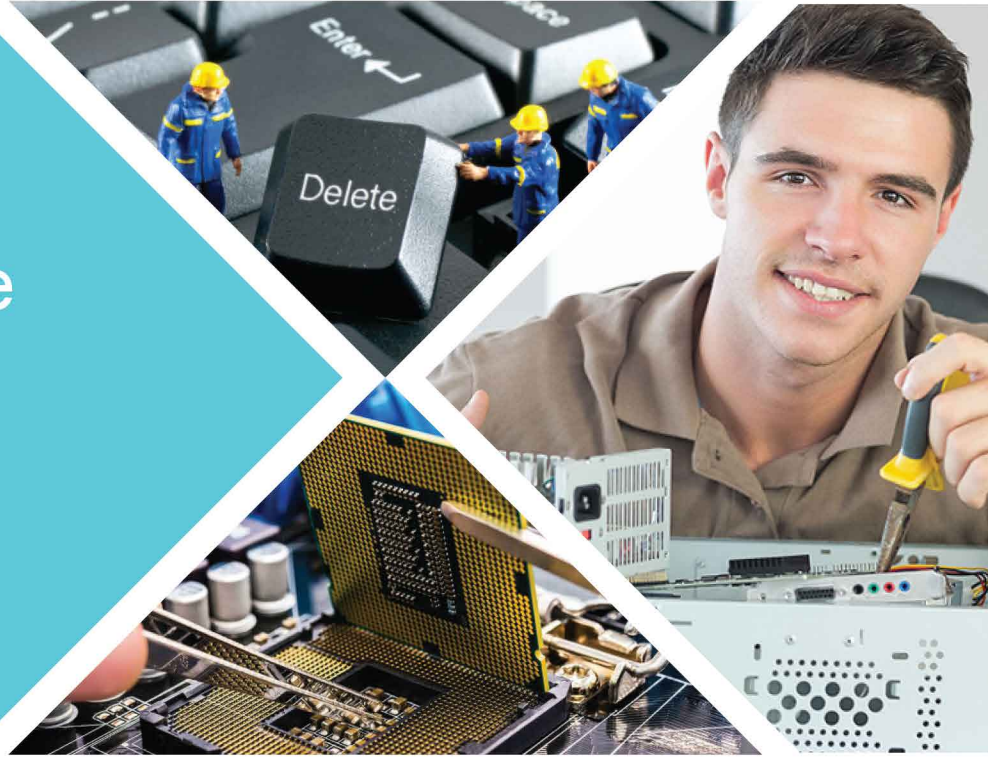




Academy of Learning

CAREER COLLEGE

Computer Service Technician Diploma Program



CAREER OPPORTUNITIES:

- ◆ Hardware Repair Technician
- ◆ Computer Repair Technician
- ◆ Service Support Technician
- ◆ IT Support Centre Technician
- ◆ Service Technician

**Financial Assistance may be available
for those who qualify.**

Contact Us: 416-422-5627 | 647-494-5544

Email Us: info@aolccnorthyork.com

Visit Us: 29 Gervais Drive, North York ON. M3C 1Y9

Computer Service Technician Diploma Program

Program Objective

This program prepares students to address the problems they may encounter when servicing personal computers. It provides in-depth knowledge of computer hardware. Students will have practical, hands-on experience in troubleshooting computer problems and assembling a computer.

This program prepares students to take the CompTIA A+, Network+, and Server+ certification exams.

Duties and Responsibilities

- ◆ Providing comprehensive technical skills relating to the maintenance and repair of PC hardware
- ◆ Understanding the design and application of PC software and operating systems
- ◆ Setting up hardware and install and configure software and drivers
- ◆ Maintaining and repairing technological equipment (e.g. routers) or peripheral devices
- ◆ Installing well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)
- ◆ Managing security options and software in computers and networks to maintain privacy and protection from attacks
- ◆ Performing regular upgrades to ensure systems remain updated
- ◆ Troubleshooting system failures or bugs and provide solutions to restore functionality
- ◆ Arranging maintenance sessions to discover and mend inefficiencies
- ◆ Keeping records of repairs and fixes for future reference
- ◆ Offering timely technical support and teach users how to utilize computers correctly

Competencies and Core Courses

- ◆ **Keyboarding**
Minimum 25 words per minute (WPM)
- ◆ **Operating Systems**
Advanced level of proficiency in a Windows operating system
- ◆ **Word Processing**
Basic level of proficiency in Microsoft Word
- ◆ **Spreadsheets**
Basic Level of proficiency in Microsoft Excel
- ◆ **Business Skills**
Workplace Success/Intrapreneurship, Project Management
- ◆ Fundamentals Level 1, Customer Service, and Grammar Essentials for Business Writing
- ◆ **Office Skills**
Internet Fundamentals, Personal Computer Fundamentals for Technical Users, and basic level of proficiency in Microsoft Outlook
- ◆ **PC Troubleshooting**
CompTIA A+ 220-901 and CompTIA A+ 220-902
- ◆ **Computer Networking**
CompTIA Network + and CompTIA Server +
- ◆ **Job Readiness/Employability Skills**
Job Search and Résumé Writing

Career Opportunities

Graduates of this program will find opportunities working as bench technicians for small- to medium-sized PC or electronics companies, as well as large PC-related manufacturing operations. They may also find positions in computer sales and service.

After some experience, they may wish to open their own computer repair service.

- ◆ Hardware Repair Technician
- ◆ Computer Repair Technician
- ◆ Service Support Technician
- ◆ IT Support Centre Technician
- ◆ Service Technician



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