



## Computer Technician CompTIA A+

### The Computer Technician Profession

The CompTIA A+ program is designed to prepare students to function as computer professionals in multiple technical, business, and healthcare settings. Computer technicians serve many technical support and IT operation roles with job titles such as Support Specialist, Field Service Technician, Desktop Support Analyst, and Help Desk Tier 2 Support.

### The Computer Technician CompTIA A+ Program

The purpose of this program is to prepare students to support computer users, troubleshoot and problem-solve computer issues, and connect users to the data they need to do their jobs regardless of the devices being used. This course covers the following key areas and topics:

- Hardware: Identifying, using, and connecting hardware components and devices
- Windows Operating System: Installing and supporting the Windows OS including command line and client support
- Software Troubleshooting: Troubleshooting PC and mobile device issues including application security support
- Networking: Understanding types of networks and connections including TCP/IP, WIFI, and SOHO
- Hardware and Network Troubleshooting: Troubleshooting device and network issues
- Security: Identifying and protecting against security vulnerabilities for devices and their network connections
- Mobile Devices: Installing and configuring laptops and other mobile devices
- Other OS and Technologies: Understanding the Mac OS, Linux, and mobile OS
- Operational Procedures: Following best practices for safety, environmental impacts, communication, and professionalism

### Education & Certification

- The CompTIA A+ student should have or be pursuing a high school diploma or GED.
- Students who complete this comprehensive course would be prepared to sit for CompTIA's A+ Certification (Exams 220-901 and 220-902)

### Detailed Course Topics Covered

- Assembling computer components based on customer requirements
- Installing, configuring, and maintaining devices, PCs, and software for end users
- Understanding and applying the basics of networking and security/forensics
- Properly and safely diagnosing, resolving, and documenting common hardware and software issues
- Applying effective troubleshooting thought processes and skills
- Providing appropriate and excellent customer support and service
- Understanding the basics of virtualization, desktop imaging, and deployment
- Communicating effectively and professionally with clients, colleagues, subordinates, and supervisors to achieve the organization's goals involving computer support and IT operations.

### Computer Technician - CompTIA A+

**Delivery:** Online self-paced, mentor support  
**Hours:** 375  
**Externship:** Optional Placement Available

**Tuition:** \$3,999

**CompTIA Certification Exam Fee Included**

**Credential Achievement Guarantee**  
*conditions apply*

**ENROLL TODAY!**

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