



Academy of Learning

CAREER COLLEGE

PC Support Specialist Diploma Program



CAREER OPPORTUNITIES

- IT Industry
- Educational Industry
- Finance Organization
- Healthcare Industry
- Telecommunications Company

**Government Grants and Financial Assistance
may be available to those who qualify.**

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

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PC Support Specialist Diploma Program

Program Objective

This program prepares students to deal with the problems they may encounter when supporting personal computers in an office environment. The program provides in-depth knowledge of both computer hardware and software and prepares students to take the CompTIA A+, Network+, and Server+ certification examinations. Students will gain practical, hands-on experience in troubleshooting computer problems and assembling a computer.

Successful students may choose to progress to advanced qualifications, such as MCSA.

Duties and Responsibilities

Providing technical support to end users within small- to medium-sized offices.

- ◆ Troubleshooting hardware and software problems.
- ◆ Replacing and installing new computer hardware.
- ◆ Keeping up-to-date on new trends in personal computing.
- ◆ Supporting all aspects of computer software applications and operating systems.

Admission Requirements

- ◆ Grade 12 or equivalent or Mature Student Status.
- ◆ Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.
- ◆ An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.
- ◆ Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Competencies and Core Courses

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

Career Opportunities

Skilled PC Support Specialists are in high demand in today's skilled environment. Virtually all organizations with multiple computers require the skills of PC Support Specialists who can become invaluable members of a management team.



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