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

- IT Support Analyst
- IT Application Support Analyst
- IT Support Representative
- IT Administrator
- User Support Technician

Government Grants, Scholarships, and Financial Aid May be Available For Those Who Qualify

AOLCC North York Campus:

📞 647-494-5544

✉️ info@aolccnorthyork.com

📍 29 Gervais Drive, North York, ON. M3C 1Y9

AOLCC Oshawa Campus:

📞 647-494-7766

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📍 9 Bagot Street, Oshawa, ON. L1H 1M9

Computer Service Technician Diploma Program

Program Objectives

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, experience in troubleshooting hands-on computer problems and assembling a computer. This program prepares students to take the CompTIA A+, Network+, and Server+ certification exams.

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/Entrepreneurship, 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
Comp TIA A+ 220-901 and Comp TIA A+ 220-902

Computer Networking
Comp TIA Network + and Comp TIA Server +

Job Readiness/Employability Skills
Job Search and Resume Writing
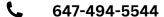
Duties & Responsibilities

- 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
- 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

Career Opportunites

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.

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