



# PC Support Specialist Diploma Program



## CAREER OPPORTUNITIES

- IT Industry
- Educational Industry
- Finance Organization
- Healthcare Industry
- Telecommunication Company
- IT Help Desk Remote Support
- Customer Support Specialist
- Client Support Specialist
- Networking Support
- Computer System Administrator

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

### AOLCC North York Campus:

☎ 647-494-5544  
✉ [info@aolccnorthyork.com](mailto: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, Ontario. L1H 1M9

# PC Support Specialist Diploma Program

## Program Objectives

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 troubleshooting computer problems and assembling a computer. Successful students may choose to progress to advanced qualifications, such as MCSA.

## Duties & Responsibilities

- Providing technical support to end users within small- to medium-sized offices.
- Troubleshooting hardware and software problems.
- Replacing and installing new computer hardware.
- 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

- Graphic Designer
- Graphic Artist
- Layout Artist
- Layout Designer
- Art Director
- Web Mockup Designer

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