



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

AOLCC Oshawa Campus:

☎ 647-494-7766
✉ info@aolccoshawa.com
📍 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+ 220-1201

CompTIA A+ 220-1202

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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