COMPUTER SUPPORT SPECIALIST

AUBURN
UNIVERSITY OUTREACH

COMPUTER SUPPORT SPECIALIST
TRAINING PROGRAM

200 HOURS (4-6 MONTHS)
(SCHEDULES MAY VARY DEPENDING ON LOCATION*)

TRADITIONAL / VIRTUAL CLASSROOM FORMAT OPTIONS

ALL TEXTBOOKS, WORKBOOKS & MATERIALS INCLUDED

LAPTOPS PROVIDED FOR ALL IN-CLASS ACTIVITIES

HANDS-ON LABS

CERTIFICATE OF COMPLETION
(PROVIDED BY THE INSTITUTION OF RECORD)

OFFICIAL NON-CREDIT TRANSCRIPT
(PROVIDED BY THE INSTITUTION OF RECORD)

NATIONAL/INDUSTRY CERTIFICATION OPPORTUNITY
CompTIA A+ & CompTIA Network+ Certification

LEARNER SUPPORT & ADVISING AVAILABLE

The Computer Support Specialist

Whether students currently work or plan to work in a mobile or corporate environment where there is a high level of face-to-face customer interaction, where client communication and client training are important, or in an environment with limited customer interaction and an emphasis on hardware activities, this course provides the background knowledge and skills students will require to be a successful A+ technician. Combined with the CompTIA Network+ content, this course offers students the additional benefit of gaining network experience. For job duties that include network troubleshooting, installation, or maintenance, this course provides the background knowledge and skills required for success.

The Computer Support Specialist Program

This program takes learners through the ins and outs of all front-line technical aspects of standard computer use, including component accessories, web application, and network devices. Learners will also have the opportunity to discover mobile operating systems and devices in detail in order to assist with support for customers in these areas as well. This program also ensures Learners have the opportunity to gain CompTIA A+ and CompTIA Network+ certification so as to be prepared for a variety of instances applicable to computer user support requirements. This program covers the following key areas and topics:

- ✓ Computer structure, design, technical fixes, and support including mobile devices
- ✓ Computer network structures, networking requirements, and troubleshooting
- ✓ General user support services

*Individual schedules may vary depending on the site/location where class is scheduled; See companion schedule provided for additional scheduling information.

COMPUTER SUPPORT SPECIALIST
TRAINING PROGRAM

TRADITIONAL / VIRTUAL CLASSROOM TRAINING PROGRAM

- Install and configure PC system unit components and peripheral devices
- Install, configure, and troubleshoot display and multimedia devices
- Install, configure, and troubleshoot storage devices
- Install, configure, and troubleshoot internal system components
- Install, configure, and troubleshoot print devices
- Explain network infrastructure concepts
- Configure and troubleshoot network connections
- Implement client virtualization and cloud computing
- Support and troubleshoot laptops
- Support and troubleshoot mobile devices
- Install, configure, and maintain operating systems
- Install, configure, and maintain computer security systems
- Maintain and troubleshoot Microsoft Windows

- Manage users, workstations, and shared resources
- Secure workstations and data
- Implement physical security
- Troubleshoot workstation security issues
- Configure and troubleshoot network connections
- Implement operational procedures
- Network computer systems and components
- Describe the features of different network protocols and products for LANs, WANs, and wireless networks
- Explain the functions and features of TCP/IP addressing and protocols
- Identify threats to network security and appropriate countermeasures and controls
- Install and configure network cabling and appliances
- Manage, monitor, and troubleshoot networks

COMPUTER SUPPORT SPECIALIST
TRAINING PROGRAM

HANDS-ON LABS

- Implementing an Anti-SD Service Kit
- Identifying Connection Interfaces
- Demonstrating PC Disassembly and Reassembly
- Installing a Graphics Adapter
- Troubleshooting Monitor Issues
- Upgrading Memory
- Installing Storage Devices
- Troubleshooting Storage Devices
- Planning for a CPU Upgrade
- Calculating Power Requirements & Install a PSU
- Select Components for Custom Workstations and Personal Computers
- Installing and Configuring SOHO Networks
- Configuring IoT Devices
- Installing and Configuring Laptop Hardware
- Troubleshooting Common Laptop Issues
- Configuring Bluetooth
- Installing and Configuring Printers
- Troubleshooting Printer Issues
- Configuring Windows Backup
- Using Windows PowerShell
- Using Windows Features and Tools
- VM Orientation
- Configuring Ethernet Networking
- Configuring IPv4 Networking
- Configuring IPv4 Subnets
- Maintaining & Troubleshooting Printers

- Managing Files, Folders, and Disks in Windows
- Configuring and Using Linux
- Deploying a Window Image
- Configuring Windows Applications/Services
- Using Windows Troubleshooting Tools
- Configuring Network Connection Settings
- Troubleshooting Network Connections
- Configuring Shared Resources
- Configuring Active Directory Accounts and Policies
- Configuring Data Protection
- Using Antivirus Software
- Identifying security Protection Methods
- Troubleshooting Mobile Device Issues
- Implementing an Anti-ESD Service Kit
- Configuring IPv6 Networking
- Configuring Address Autoconfiguration
- Configuring Routing
- TCP and Port Scanning
- Configuring Name Resolution * IPAM
- Performance Testing and Monitoring
- Configuring Application Protocols
- Configuring a NAT Firewall
- Secure Application Administration
- Network Inventory Management
- Configuring Secure Access Channels
- Configuring a Virtual Private Network

COMPUTER SUPPORT SPECIALIST
TRAINING PROGRAM

NATIONAL/INDUSTRY CERTIFICATION OPPORTUNITY

After completing this program, Learners will have the opportunity challenge the leading national/industry-recognized certification exams essential to entry-level employment in this fast-growing field.

CompTIA A+
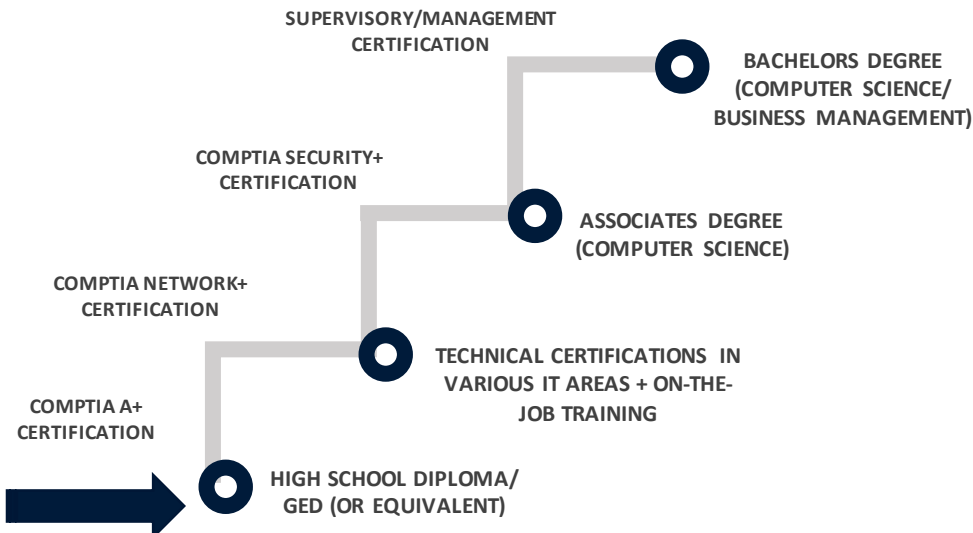### COMPTIA A+ CERTIFICATION

CompTIA Network+
COMPTIA NETWORK+ CERTIFICATION

Where can you go from here?

ADVANCED EDUCATION OPPORTUNITIES

This comprehensive program is aimed at helping Learners achieve the first step in a new career. Once you have a foot in the door, though, the sky's the limit! There's a lot of room for growth in this field for dedicated learners interested in continued professional development.

SUPERVISORY/MANAGEMENT CERTIFICATION

BACHELORS DEGREE (COMPUTER SCIENCE/ BUSINESS MANAGEMENT)

COMPTIA SECURITY+ CERTIFICATION

ASSOCIATES DEGREE (COMPUTER SCIENCE)

COMPTIA NETWORK+ CERTIFICATION

TECHNICAL CERTIFICATIONS IN VARIOUS IT AREAS + ON-THE-JOB TRAINING

COMPTIA A+ CERTIFICATION

HIGH SCHOOL DIPLOMA/ GED (OR EQUIVALENT)

DO YOU HAVE WHAT IT TAKES?

- ✓ 9 hours of classroom instruction per week*
- ✓ 3 hours per night, 3 times per week*
- ✓ Additional lab hours may be required to hone your skills
- ✓ 80% Attendance is required
- ✓ Additional career readiness and career advising/development required for job placement

POTENTIAL LIMITATIONS

- ✓ Criminal background check may be required
- ✓ Drug screen may be required by potential employers

*Individual schedules may vary depending on the site/location where class is scheduled; See companion schedule provided for additional scheduling information.

COMPUTER SUPPORT SPECIALIST
TRAINING PROGRAM

TARGET JOB: COMPUTER SUPPORT SPECIALIST

JOB DESCRIPTION

A computer support specialist assists users who are having problems with software, computers, or peripherals such as printers or scanners. Some—called computer user support specialists—assist companies' customers, while others—known as computer network support specialists —provide in-house support to an organizations' information technology (IT) staff.

In addition to their technical skills, a computer support specialist must have excellent listening and communication skills in order to understand peoples' needs and explain how to resolve issues. Verbal communication skills allow a computer support specialist to convey information to those he or she is trying to help. Solving problems is the support specialist's primary function throughout a typical workday.

STARTING WAGE:

$26.69
/HOUR*

FULL-TIME OPPORTUNITIES AVAILABLE

JOB GROWTH EXPECTATIONS**

8%

TYPICAL CAREER PATH

SUPPORT SERVICES SALES

Be part of a sales team that sells support or full-service technical solutions.

SUPPORT TEAM MANAGER

Lead a team of support professionals on larger, more complex, multi-layer projects

MID-LEVEL SUPPORT SPECIALIST

Work on more advanced problems users face that require additional expertise.

ENTRY-LEVEL SUPPORT SPECIALIST

Apply skills immediately as part of a team dedicated to assisting users.

IS THIS THE RIGHT JOB FOR YOU?

+

- ☐ Many well-paying entry-level jobs for candidates willing to learn
- ☐ Work is typically in a more modern, casual, less-traditional office environment
- ☐ Opportunity to upward mobility & senior roles emphasizing skills and experience over traditional education
- ☐ Opportunity to interact with clients
- ☐ Opportunity to work as a team
- ☐ Jobs are becoming more and more available as technology needs increase

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- ☐ Often a job that requires sitting at a desk for long periods of time – not a particularly physical job
- ☐ Long "screen-time" hours where you're working in front of a computer
- ☐ Requires adaptive skills and continuing education to stay "on the cutting edge" of current technology
- ☐ Requires working well with others as part of a team
- ☐ May require working off-hours to meet consumer needs

READY TO GET STARTED?

1

COMPLETE THE PRE-ENROLLMENT ASSESSMENT PROVIDED AT THE INFO-SESSION

This assessment will test several areas that determine whether this program is right for you or whether you've already got some skills that may be better suited for another program.

Here are some the areas:
- ✓ **English Proficiency**
- ✓ **Math Proficiency**
- ✓ **Technical Proficiency**
- ✓ **Communication & Professionalism**
- ✓ **Interests and Goals**

2

MAKE SURE YOUR ASSESSMENT SCORES LINE UP WITH THE PROGRAM REQUIREMENTS

Minimum Education/Academic Qualifications:
High School Diploma / GED
(or equivalent)

English Proficiency Requirement:
75%

Math Proficiency Requirement
75%

Technical Proficiency Requirement
75%

3

ENROLL TODAY AND/OR MEET WITH AN ADVISOR TO DETERMINE THE BEST PATH FORWARD

If you meet each of the assessment requirements and you're ready to make the commitment, let's get started! If you need some additional counseling, contact us today for more information.

Here's how we can help:
- ✓ **Remedial Education Options**
- ✓ **Career Advising**
- ✓ **Certification Questions**
- ✓ **Scheduling Help**
- ✓ **Learner Support & Advising throughout the program**

STILL NOT SURE?
LET US HELP YOU DECIDE IF THIS IS THE RIGHT PROGRAM FOR YOU

LEARNER SUPPORT & ADVISING AVAILABLE

Contact us at
877.261.1484
auburn.careerchoice.edu2.com

AUBURN
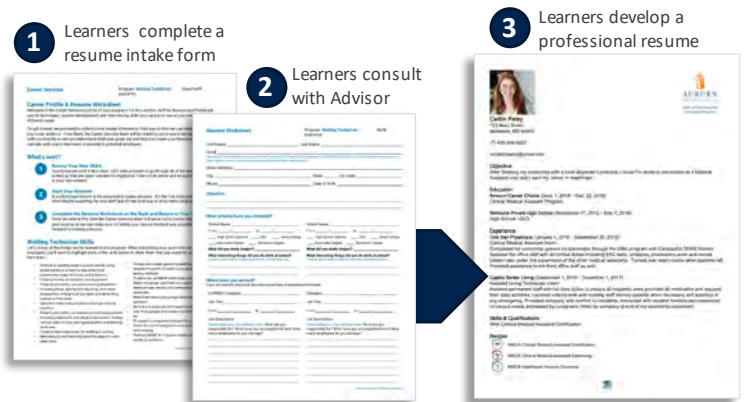## UNIVERSITY OUTREACH

CAREER SUPPORT
PROFESSIONAL DEVELOPMENT & TRANSITION

STRATEGIES FOR LEARNER SUCCESS

- ✓ Critical thinking and problem-solving strategies
- ✓ Workplace problems and solutions
- ✓ Self-assessment, and self-correcting to professional development goals and workplace learning
- ✓ Strategies and skills for learning
- ✓ Strategies and skills for planning and managing career development steps
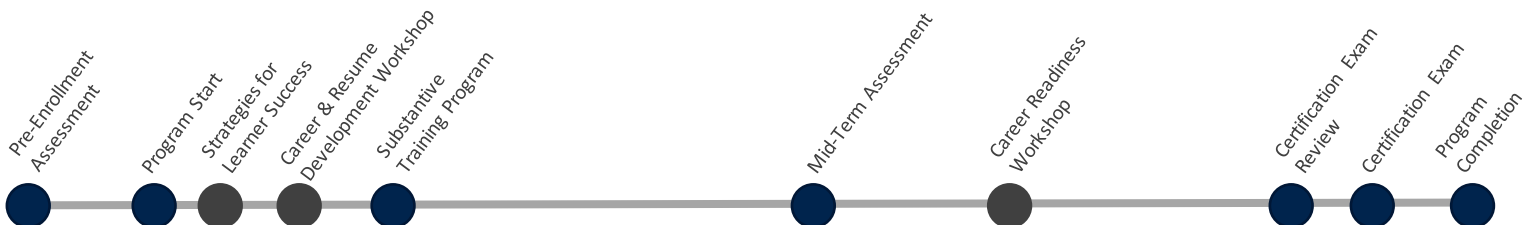- ✓ Strategies and skills for workplace projects

CAREER DISCOVERY, PLANNING, & RESUME DEVELOPMENT

- ✓ Develop a job search strategy with detailed tasks
- ✓ Determine personal attributes that affect a job search
- ✓ Identify the characteristics of excellent employees
- ✓ Determine career paths that are right for you
- ✓ Create a skills and experience development plan
- ✓ Develop a network of people to help your career search
- ✓ Conduct research on a position in your field of interest
- ✓ **Create an effective, professional resume to start the job search process**

1 Learners complete a resume intake form

2 Learners consult with Advisor

3 Learners develop a professional resume

CAREER READINESS

- ✓ Develop a plan for next steps in the career journey and continued learning
- ✓ Identify the interpersonal skills of successful employees
- ✓ Describe the communication process and criteria for effective communication for various workplace situations
- ✓ Identify customer and stakeholder needs and apply appropriate customer service strategies
- ✓ Explain professional strategies for conflict manage in the workplace
- ✓ Define the qualities of effective team members
- ✓ Create a plan to improve your professionalism skills in the workplace
- ✓ Properly complete a job application
- ✓ Write a cover letter for a specific job position
- ✓ Prepare for an interview
- ✓ Demonstrate your ability to participate in an interview
- ✓ Analyze the elements of accepting a job offer
- ✓ Create a five-year plan to manage your career

Pre-Enrollment Assessment · Program Start · Strategies for Learner Success · Career & Resume Development Workshop · Substantive Training Program · Mid-Term Assessment · Career Readiness Workshop · Certification Exam Review · Certification Exam · Program Completion

COMMIT TO SUCCESS
LEARNER REQUIREMENTS

YOU HOLD THE KEYS TO SUCCESS IN THIS PROGRAM

1 **MEET OR EXCEED THE MINIMUM EDUCATION REQUIREMENTS**
High School Diploma / GED or equivalent are required for learners to enroll

2 **COMPLETE THE PRE-ENROLLMENT ASSESSMENT**
This assessment will test several areas that determine whether this program is right for you or whether you've already got some skills that may be better suited for another program

3 **MANDATORY 80% ATTENDANCE COMMITMENT**
Attending class is essential for learners to success in this program. Things will always come up, but make sure you have the time to commit to this program so you can get the most out of it.

4 **PARTICIPATE IN THE CAREER & RESUME DEVELOPMENT WORKSHOP**
A professional resume is the first step in starting a new career. Let's show off your skills!

5 **PASS THE MID-TERM ASSESSMENT**
We get it – tests are no fun. But it's important that we gage whether learners are absorbing and retaining the material.

6 **PASS THE NATIONAL/INDUSTRY CERTIFICATION EXAM**
Employers are lining up for candidates who have the right qualifications for open positions. Let's get you certified!

LET'S GET TO WORK!

LEARNER SUPPORT & ADVISING AVAILABLE

Contact us at
877.261.1484
auburn.careerchoice.edu2.com

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