

# IT 1000

## IT SUPPORT PROFESSIONAL



### PROGRAM DETAILS

Our IT Support Professional certification program is perfect for the individual looking to take the first step on a pathway toward a career in IT. You will gain an understanding of the core components that make up the IT landscape and then advance into technical training. Plus, proper customer service skills. This IT Support training program is built of two courses: Fundamentals of IT and A+ Comprehensive.

In the Fundamentals of IT course, you'll learn the basics of computer hardware, software, mobile computing, networking, troubleshooting and emerging technologies. Additional topics include configuring operating systems, file and folder management, networks and network configuration and the role of the OSI model in networking and troubleshooting. This course ultimately prepares students for the CompTIA IT Fundamentals certificate exam.

The A+ Comprehensive course provides training focused on the fundamentals of computer technology, networking and security. Plus, you'll learn about cutting-edge technologies such as cloud computing and virtualization.

After successfully finishing this program, you will be prepared for CompTIA's A+ and IT Fundamentals (ITF+) exams and will have built a solid foundation for a long career in IT.

### COURSES

IT-1011 - CompTIA IT Fundamentals

IT-2012 - A+ Comprehensive

### AT THE END OF THIS PROGRAM, YOU WILL BE ABLE TO:

- ✓ Identify hardware, peripheral, network, and security components
- ✓ Set up basic security, software updates and wireless devices
- ✓ Maintain, support and work efficiently with computers
- ✓ Understand the fundamentals of computer technology, networking and IT security
- ✓ Know how to perform proper computer safety procedures and best practices

### ATTAINABLE CAREERS

PC Support Technician

Desktop Support Specialist

Network Support Technician

Technical & Software  
Support Specialist

Helpdesk Specialist

### TARGET CERTIFICATIONS

CompTIA IT Fundamentals

CompTIA A+



### ISSUING AUTHORITIES

**CompTIA**



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