



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**

 **905-667-8333, 905-412-5222**

 **admissions@aolccpickering.com, busdev@aolccpickering.com**

 **Unit 16A & 15B, 1400 Bayly Street, Pickering, ON L1W 3R2**

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.

Delivery Method

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Online/Hybrid

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.

Career Opportunities

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

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+

Financial Assistance

Several funding options exist for students, our Financial Aid Officer would be glad to answer any of your questions. Student Financial Assistance Options include:

- Ontario Student Assistance Program (OSAP)
- Better Jobs Ontario Program
- Interest-Free Monthly Payment Plan Options

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