

REACH IT Initiative

Infrastructure Support Specialist

General Description

As an Infrastructure Support Specialist you typically are the face of IT for people working in medium-sized organizations or larger enterprises. You might start by deploying and supporting desktop operating systems. But depending on the company's size, you might specialize in a support area, such as troubleshooting networks or managing security. As an enterprise administrator you must carefully balance business requirements against platform capabilities because it's your job to maintain a secure and stable environment. As an implementer, you need a thorough understanding of server solutions and the ability to react to high priority problem calls, and interface with a variety of clients.

You must have advanced working knowledge of personal computers and networking in present and past technologies.

Preferred Skills and Experience

- Ability to work independently and as a member of various teams and committees
- Ability to understand and follow written and oral instructions, with acute attention to detail
- Versatility, flexibility and a willingness to work with constantly changing priorities with enthusiasm
- Possess strong customer relations skills
- Ability to investigate and analyze information and draw conclusions
- Perform software/hardware configuration
- Ability to simultaneously deal with multiple problems
- Excellent time management skills
- Strong written/verbal communications skills, and possess the ability to interface with end-users effectively

Required Background

- Minimum of associate's degree, preferably in computer science and/or equivalent active-duty military experience
- Able to understand and explain fundamental concepts of personal computers and basic networking essentials. Hands-on hardware or technology experience is recommended

Possible Job Titles

- Data Center Support Technician / Technical Support Analyst
- Help Desk Engineer / Desktop Support Technician
- Network/Systems Engineer / Network Administrator
- End User Computer Technician

Competencies

- Design Active Directory
- Plan network applications
- Plan server security
- Deploy server operating systems
- Configure server security
- Configure networks
- Administer Windows Server 2012

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- Troubleshoot server operating systems
- Install, configure and maintain devices, PCs and software for end users
- Understand the basics of networking and security/forensics,
- Properly and safely diagnose, resolve and document common hardware and software issues while applying troubleshooting skills
- Understand what cloud computing means from a business and technical perspective, as well as what is involved in moving to and governing the cloud

Course Curriculum

This learning plan will develop the skills needed to work in the technical support and administration field and begin the journey towards earning your CompTIA A+ and Microsoft Certified Professional (MCP) certifications. Once you have completed this learning plan, you will be able to demonstrate your specialized technical expertise and mastery of Windows Server 2012 leading to your MCSA and MCSE certifications.

Course Topics:

1. CompTIA A+
2. Networking Fundamentals
3. Security Fundamentals
4. Installation & Configuration Windows Server 2012
5. Administering Windows Server 2012
6. Managing & Maintaining Windows Server 2012
7. CompTIA Cloud Essentials

Course Format:

- Estimated length of training: 286 hours classroom instruction plus home study
- User Groups and outside presentation events highly recommended
- Classes are held at CPCC's Levine Campus: Tuesday-Thursday from 9 a.m. to 4 p.m. with one-hour lunch break. Some Mondays and Fridays are required to accommodate all of the training.

For more information on the REACH-IT Scholarship Initiative please visit <http://www.cpcc.edu/changingcareers/scholarships/reachit/reachit>