

REACH IT Initiative

Technical Support Technician

General Description

As a Technical Support Technician 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 basic networking essentials to include past and present software packages.

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

Preferred Skills & 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 within 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 deal with multiple problems simultaneously
- Excellent time management skills
- Strong written/verbal communications skills, and possess the ability to interface with end-users effectively

Suggested Background

- Associate degree in computer science and/or equivalent experience
- Able to understand and explain fundamental concepts personal computers and basic networking essentials. Hands-on hardware or technology experience is recommended.

Course Curriculum

This learning plan will develop the skills needed to work in the technical support field and begin the journey towards earning your Microsoft Certified Technology Specialist (MCTS) credential. Once you have completed this learning plan, you will be able to demonstrate your specialized technical expertise and mastery of Windows Server 2008.

Course Topics

1. Networking Fundamentals

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2. Security Fundamentals
3. Windows Server Administration Fundamentals
4. Windows Server 2008 – Infrastructure and Active Directory
5. Windows 7 Configuration and Enterprise desktop support

Competencies Gained During Training

- Design Active Directory
- Plan network applications
- Plan server security
- Deploy server operating systems
- Configure server security
- Configure networks
- Administer Windows Server 2008 R2
- Troubleshoot server operating systems
- Troubleshoot and deploy Windows 7

Course Format:

- Estimated length of training: 300 hours classroom instruction plus home study
- User Groups and outside presentation events highly recommended
- Classes are held at CPCC's Levine Campus. The training lasts 13 weeks, and participants must attend classes Monday-Thursday from 9 a.m. to 4 p.m. with a one-hour lunch break.