

## **Computer and Network Support Technician**

### **Educational Objectives:**

The Computer and Network Support Technician Program is a three-part program:

**Part 1: Microsoft Office:** This program is designed to provide the students with Beginning to Intermediate knowledge of Microsoft Office applications: Word, Excel, PowerPoint, and Outlook.

**Part 2: A+ Comprehensive:** CompTIA A+ is the industry standard for establishing a career in IT and the preferred qualifying credential for technical support and IT operational roles. Throughout this course, with hands on experience, students are better prepared to troubleshoot, problem solve, and better understand a wide variety of issues ranging from networking and operating systems to mobile devices and security. A+ supports the ability to connect users to the data they need to do their jobs regardless of the devices being used.

**Part 3: Net+ Networking Fundamentals:** Provides students with the fundamentals of networking by giving them hands-on training in networking skills and concepts that affect many aspects of networking. Students will cover such topics as: basic networking, protocols, network devices, TCP/IP architecture, internet addressing, routing, servers, remote connectivity, user management, network security, encryption, and firewalls, as well as troubleshooting and diagnostic tools. The Network+ course is widely accepted as the prerequisite course for Cisco CCNA and Microsoft Certifications.

To further support the learning experience, interactive computer lab hours are included in this program.

### **Potential Occupations:**

The student will have acquired the skills necessary to obtain an entry-level position as a Computer User Support Specialist, Call Center Support, Customer Service Representative, Technical Support Specialist, Help Desk Technician, Network and Computer Systems Administrator, PC Technician, and Desktop Support Technician.

### **Admission Requirements:**

The program requires a high school diploma or GED. In addition, the student must take the Wonderlic verbal skills test and score a 297 or above and take the Computer Competency test and score above a 70% to qualify for entrance in the Computer and Network Support Technician Program. Upon successful completion of all courses entailed, the student will graduate from the Computer and Network Support Technician Program and receive a diploma.

**Course Tuition:        \$4,995.00        Total Hours:    344 Hours**

**COMPUTER AND NETWORK  
SUPPORT TECHNICIAN**

**344 HOURS**

Course Number	Course Name	Exam	Certification
NH201	Microsoft Office Intermediate		Microsoft Office Specialist in Word or Excel*
NH5000	CompTIA A+ Comprehensive	220-1001 220-1002	A+ Certification
NH5200	CompTIA Net+ Networking Fundamentals	N10-007	Net+ Certification*

Tuition Prices for Computer and Network Support Technician	
Tuition Only	\$4,995
Tuition with optional Certification Package <i>INCLUDES: Exam vouchers, test preparation software keys, additional lab time, hands on breakout sessions, voucher administration and one on one Instructor time to develop a plan to address weak areas to prepare for exams from special testing software.</i>	Based on the quantity and type of exams chosen, prices will vary, See your Education Consultant.

**Students who purchased test prep packages and completed the above course are eligible to take the exam for the corresponding certifications. Pass of certification exams is not guaranteed.**



OR



## Office Applications

### **NH201 Microsoft Office Intermediate**

This course is intended for individuals who are looking to further themselves with the basics of personal computers to the intermediate levels of Microsoft Office Applications.

#### **Topics Include:**

- Windows Level 1- Managing files, folders, and libraries as well as customizing the Windows experience.
- What's New in Windows 10- New features of Windows 10 operating system.
- Word Level 1- Formatting text and paragraphs, managing lists, adding tables, inserting graphic objects, controlling page appearance, and preparing to publish a document.
- Word Level 2- Organizing with tables and charts, customizing with styles and themes, controlling the flow of a document, Quick Parts, and Mail Merge.
- Excel Level 1- Performing calculations and modifying, formatting and printing, and managing workbooks.
- Excel Level 2- Working with functions and lists, analyzing data, visualizing data with charts, and using PivotTables and PivotCharts.
- PowerPoint Level 1- Developing a presentation, performing advanced text editing, adding graphical elements, modifying objects, adding tables and charts, and preparing to deliver a presentation.
- Outlook Level 1- Formatting messages, working with attachments and illustrations, customizing message options, organizing messages, managing contacts, working with the Calendar, and working with tasks and notes.



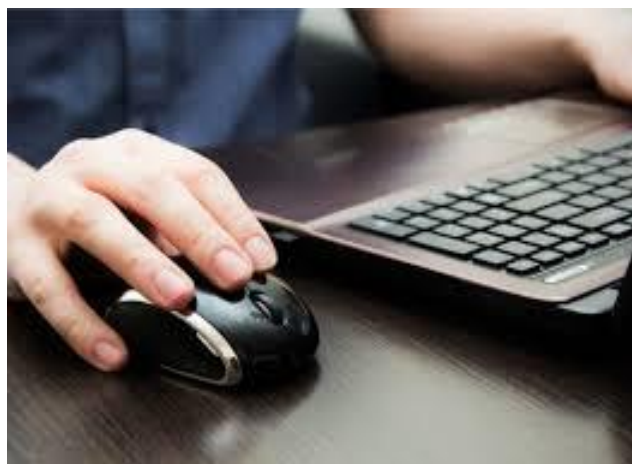
# CompTIA

## **NH5000 A+ Comprehensive**

CompTIA A+ is the industry standard for establishing a career in IT and the preferred qualifying credential for technical support and IT operational roles. Throughout this course, with hands on experience, students are better prepared to troubleshoot, problem solve, and better understand a wide variety of issues ranging from networking and operating systems to mobile devices and security. A+ supports the ability to connect users to the data they need to do their jobs regardless of the devices being used.

### **Topics include:**

- Systems Component Overview- Processors and CPUs, Storage devices, Input and Output devices.
- Understanding Types of Memory- RAM, ROM, single-sided and double-sided memory.
- Troubleshooting Procedures- Troubleshooting, What to look for, Audible codes, and Visible codes.
- Operating Systems- Windows, Linux, Mac, Configuration and Installation.
- Networking and Wireless Connections- Server networks, network protocols, securing routers, and troubleshooting networks.
- Security Fundamentals- Types of attackers and attacks, Malware, Data protection and backups.

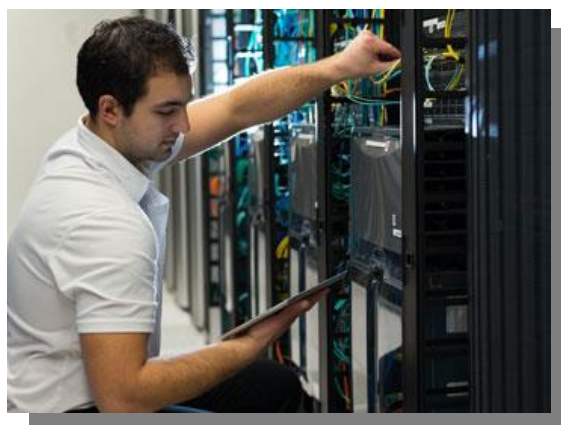


## **NH5200 CompTIA Net+ Networking Fundamentals**

CompTIA Network+ validates the ability to select, connect, configure, and troubleshoot basic network hardware, including wireless technology. Employees, customers, and potential clients depend on their network. Employing those CompTIA Network+ certified help keep this vital part of business up and running. This course is intended for entry-level computer support professionals with basic knowledge of computer hardware, software, and operating systems, who wish to increase their knowledge and understanding of networking concepts and skills to prepare for a career in network support or administration, or to prepare for the CompTIA Network+ certification.

### **Topics include:**

- Network Standards- OSI/RM, Upper and Lower layers, Ethernet and Ethernet Frames.
- Network Communications- Transmission methods, communication domains, wiring differences, connecting cables, Wireless Modes, Devices, and Networking Standards.
- Working with TCP/IP- TCP/IP layers, core protocols, IP addresses, IPv6, DHCP, and DNS.
- Network Devices- Common network devices, physical devices, network switches, and additional network devices.
- Wide Area Networks- WAN fundamentals, Wired WAN connections, Wireless WAN connections, and Fiber WAN connections.
- Remote Access- Remote networking, Authentication, and VPN.
- Network Security- Network threats, planning for network security, and threat categories.
- Building highly available and scalable Networks- Business continuity, high availability, Virtualization, Cloud Computing, and Unified Communications.
- Maintenance, Monitoring and Troubleshooting- Network safety fundamentals, Network operations, Maintaining and Monitoring networks, troubleshooting methodology, troubleshooting tools, and troubleshooting network issues.



## Electives

### **NHMD100-101 Windows 10 and Managing Modern Desktops**

In this course, students will learn how to support and configure Windows 10 desktops in an organizational environment, as well as how to plan and implement an operating system deployment strategy using modern deployment methods.

#### **Topics Include:**

- Windows 10- Learning how to install, customize, and update Windows 10 operating systems, managing storage, files, and devices, configuring network connectivity for Windows 10, managing and troubleshooting Windows 10.
- Managing Modern Desktops- Planning, developing and implementing an Operating System deployment, upgrading and updating strategy, managing users and authentication using Azure AD and Active Directory DS.

### **NH70740-741 Installation, Storage, Compute and Networking Windows Server 2016**

This course will help students update their knowledge and skills related to storage, compute and networking for Windows Server 2016.

#### **Topics Include:**

- Installation, Storage and Compute with Windows Server 2016- Installing Windows servers in host and computer environments, implementing local and enterprise storage solutions, implementing Hyper-V virtualization, implementing Windows containers, implementing high availability, and maintaining and monitoring server environment.
- Networking with Windows Server 2016- Planning and implementing IPv4 and IPv6 networks, installing and configuring DHCP, installing and configuring DNS, implementing and managing IP address management, implementing remote access, installing and configuring branch office networking, and implementing advanced networking features.

### **NH70742 Identity with Windows Server 2016**

This course will teach students about monitoring, troubleshooting, and establishing business continuity for Active Directory Domain Services.

#### **Topics Include:**

- Installing and configuring domain controllers, managing Active Directory objects, securing Active Directory Domain Services, working with complex AD DS infrastructures, implementing Group Policy, understanding Microsoft Azure AD and Directory Synchronization, monitoring and recovering AD DS, and implementing Active Directory Certificate, Federation, and Rights Management Services.

## **NH70744 Securing Windows Server 2016**

This course provides students with the knowledge and skills to secure Windows Server 2016.

### **Topics Include:**

- Protecting users and workstations, managing administrative access, configuring anti-malware and patch management, auditing and advanced threat analytics, securing the infrastructure, configuring data protection, advanced file server management, and securing the network infrastructure.

## **NH5300 CompTIA Security +**

CompTIA Security+ is the first security certification IT professionals should earn. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs.

### **Topics Include:**

- Identifying security fundamentals and threats, analyzing risk, conducting security assessments, implementing network, operational, host, and software security, managing identity and access, implementing cryptography, addressing security issues, and ensuring business continuity.

## **NH6200 ITIL 4**

This course will introduce students to version 4 of the ITIL Foundation course.

### **Topics Include:**

- Digital Transformation, key concepts, service value and the Service Value Chain & Practices.

## **NH70810 Microsoft SQL Server Core 2016**

This course will introduce students to SQL Server Core 2016.

### **Topics Include:**

- SSMS, data tools, installation, server configuration, using Management Studio, and writing and executing queries.

## **NH70820 Microsoft SQL Server 2016 - Fundamental & Intermediate**

This course will introduce students to SQL Server 2016 at a basic level and move to an Intermediate level.

### **Topics Include:**

- Exploring SQL Server 2016: Fundamentals- T-SQL and manageability enhancements, more enhancements and In Memory Tables, and Column Store Indexes.
- Exploring SQL Server 2016: Intermediate- Security and availability, SSIS, SSAS and SSRS, and advanced integration.

## **NH70830 Microsoft Foundation SharePoint - Basic & Advanced**

This course is designed to teach students how to navigate, add content, and customize your Windows SharePoint Foundation 2010 Web site to meet the specific needs of your users.

### **Topics Include:**

- SharePoint Basic- Navigating and contributing to a Team Web Site.
- SharePoint Advanced- Adding components to a site, applying site themes, changing site components and navigation options, editing pages in SharePoint Foundation and SharePoint Designer, managing content controls, and modifying RSS feed settings, using workflows and site galleries.

## **NH200 Microsoft Office Basic**

This course is intended for individuals who are looking to familiarize themselves with the basics of personal computers and the basics of Microsoft Office Applications.

### **Topics Include:**

- Windows Level 1- Managing files, folders, and libraries as well as customizing the Windows experience.
- What's New in Windows 10- New features of Windows 10 operating system.
- Word Level 1- Formatting text and paragraphs, managing lists, adding tables, inserting graphic objects, controlling page appearance, and preparing to publish a document.
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- PowerPoint Level 1- Developing a presentation, performing advanced text editing, adding graphical elements, modifying objects, adding tables and charts, and preparing to deliver a presentation.
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