

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: Throughout this course, with hands on experience, students are better prepared to troubleshoot, problem solve, and better understand a wide variety of issues 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.

Potential Occupations:

The student will have acquired the skills necessary to obtain an entry-level position as:

- Computer User Support Specialist
- Call Center Support
- Customer Service Representative
- Technical Support Specialist
- Help Desk Technician
- Network and Computer Systems Administrator
- PC Technician
- Desktop Support Technician



PROGRAM OUTLINE

Course	Title
NH201	Microsoft Office Intermediate
NH5000	CompTIA A+ Comprehensive
NH5200	CompTIA Net+ Networking Fundamentals

Total Hours: 344
Tuition Only - \$4,995

ALLENTOWN, PA

3864 Adler Place, Bethlehem, PA 18017

610-867-4002

WWW.NHNEPA.COM

EMAIL: ADMISSIONS.ALLENTOWN@NHNEPA.COM

SCRANTON/WILKES-BARRE, PA

600 Baltimore Drive, Wilkes-Barre, PA 18702

570-270-2700

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Course Descriptions

COMPTIA A+ COMPUTER TECHNICIAN	COMPTIA NET+ NETWORKING FUNDAMENTALS	MICROSOFT OFFICE INTERMEDIATE
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.	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 individuals who are looking to further themselves with the basics of personal computers to the intermediate levels of Microsoft Office Applications.
MICROSOFT WORD	MICROSOFT EXCEL	MICROSOFT POWERPOINT
Formatting text and paragraphs, managing lists, adding tables, inserting graphic objects, Organizing with tables and charts, customizing with styles and themes, controlling the flow of a document, Quick Parts, and Mail Merge.	Performing calculations and modifying, formatting and printing, and managing workbooks. Working with functions and lists, analyzing data, visualizing data with charts, and using PivotTables and PivotCharts.	Developing a presentation, performing advanced text editing, adding graphical elements, modifying objects, adding tables and charts, and preparing to deliver a presentation.
MICROSOFT OUTLOOK	ELECTIVES	
Formatting messages, working with attachments and illustrations, customizing message options, organizing messages, managing contacts, working with the Calendar, and working with tasks and notes.	Windows 10 and Managing Modern Desktops Installation, Storage, Compute and Networking Windows Server 2016 Identity with Windows Server 2016 Securing Windows Server 2016 CompTIA Security + ITIL 4 Microsoft SQL Server Core 2016 Microsoft SQL Server 2016 - Fundamental & Intermediate Microsoft Foundation SharePoint - Basic & Advanced	

Students who purchase a test prep package and complete the appropriate courses are eligible to take the exam for the corresponding certifications. Passing of certification exams is not guaranteed.



OR



Microsoft
Office Specialist