Computer Support Technician Syllabus

Instructor
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Class Location
Room 16 B

Class Hours
5:30 – 9:00 PM
Thursdays

Class Dates
Varies
See website or latest catalog

Course Overview

Hands-on learning! Prepare for the certification required to work at companies like Dell, Intel, Lenovo, and even the U.S. Dept. of Defense—the CompTIA A+ Exam. Jobs that require this certification include: Technical support specialist; Field service technician; IT support technician; IT support administrator; and IT support specialist.

This course will cover not only what is required to pass the exam, but what is required to be successful in the field. You learn about computer hardware, operating systems, troubleshooting techniques, and most importantly, professional customer service.

Required Text

Mike Meyers’ Certification Passport, CompTIA A+ Certification, Fifth Edition,

Mike Meyers and Scott Jernigan
## Course Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Subject</th>
<th>Additional Assignments</th>
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| 1    | Course Introduction  
Professional Customer Service  
Troubleshooting Methodology | Take a 100 question exam in practice mode. (Best Guess) |
| 2    | Motherboards, Power Supplies, and Cases  
CPU’s, RAM, BIOS and CMOS  
Hard Drives | Read / Review Pages 1-228  
Take a 100 question exam in practice mode. (Best Guess) |
| 3    | Removable Media,  
Peripherals and Specialty PC’s,  
Printers | Read / Review Pages 229-352  
Take a 100 question exam in practice mode. (Best Guess) |
| 4    | Portable Computers  
Mobile Devices | Read / Review Pages 353-434  
Take a 100 question exam in EXAM mode. |
| 5    | Operating System Fundamentals  
Windows in Detail | Read / Review Pages 435-522  
Take a 100 question exam in EXAM mode. |
| 6    | Installing and Upgrading Windows  
Maintain and Optimizing Windows  
Troubleshooting Windows | Read / Review Pages 523-704  
Take a 100 question exam in EXAM mode. |
| 7    | Networking  
Wireless Networking | Read / Review Pages 705-804  
Take a 100 question exam in EXAM mode. |
| 8    | The Internet  
Securing Computers  
Wrap-Up! | Read / Review Pages 805-906  
Take a 100 question exam in EXAM mode. |