

# Computer Systems Technology

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Hai Dinh, *Instructor*

**Microsoft®**  
*IT Academy Program*

**VUE**  
AUTHORIZED TESTING CENTER

**THOMSON**  
PROMETRIC

 **CompTIA®**

 **A+ Certification™**  
*A CompTIA Certification Program*

 **Network +™**  
*A CompTIA Certification Program*



Brian Harrison, *Instructor*

# COMPUTER SYSTEMS TECHNOLOGY PROGRAMS

## COMPUTER SUPPORT TECHNICIAN (A+ CERTIFICATION)

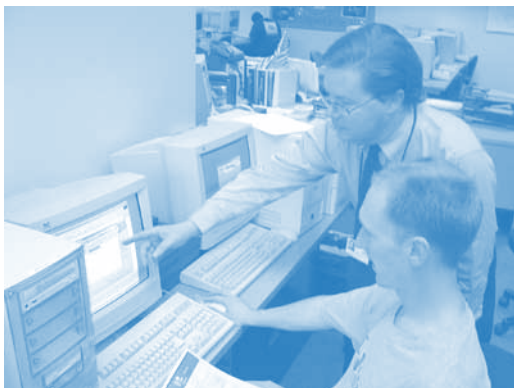
22 WEEKS

### ELEMENTS:

- A+ Exam Preparation
- Assemble, Install, and Configure Computers
- Category 5e/6 and Fiber Optics Cabling
- Data Backup and Recovery
- Disk Operating System (DOS)
- Internet Explorer
- Laser Printer Maintenance and Repair Basics
- Network Setup and Configuration Basics
- Setting Up and Understanding Peripherals
- Software and Hardware Interfacing
- Troubleshooting Procedures
- Understanding Windows Applications
- Windows Operating Systems

### EMPLOYMENT OPPORTUNITIES:

- Computer Repair Trainer
- Computer Sales
- Computer Specialist
- Customer Support
- Field Service Technician
- Help Desk Support
- PC Technician
- Technical Support



### COURSE INFORMATION:

This course is designed to take a student from the basic workings of computers and peripherals to in-depth knowledge of how to set up and troubleshoot computer hardware and operating systems. Students have access to state-of-the-art materials and equipment, and the course is continually adjusted in order to keep pace with changes in the computer industry. Besides assembling and upgrading computers, installing hard drives, CD-ROMs, modems, and DVDs, training includes current evolving technologies, such as Category 5e/6 and fiberoptic cabling, wireless (Wi-Fi), Bluetooth, DSL, laptop and PDAs, laser printers, and scanners.

After thorough hands-on, individualized training, TDC stresses finding answers to problems using books, technical documents, and the Internet. TDC also stresses the importance of preparing the student to stay current in the industry, as computer systems are always changing. Training is designed to provide strong troubleshooting skills using proven methods and a variety of research approaches.

The A+ Certification has become the standard for the computer industry to verify competency. This course prepares students to become A+ certified prior to graduation. TDC is certified as both VUE and Prometric testing centers, so students may take the two-part test on campus, and the fee for the exams is included in the program cost.



# COMPUTER SYSTEMS TECHNOLOGY PROGRAMS

## MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR (EXAM PREPARATION) 38 WEEKS

### ELEMENTS:

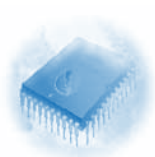
- A+ Exam Preparation
- Assemble, Install, and Configure Computers
- Configuring TCP/IP
- Disk Operating System (DOS)
- Electro-static Discharge Procedures
- Implementing Active Directory
- Installation and configuration of DHCP server service
- Installation and configuration of DNS server service
- Installation and configuration of network servers
- Internet Fundamentals
- Laser Printer Maintenance and Repair
- MCP Exam Preparation
- Network+ Exam Preparation
- Use of Group Policies
- Troubleshooting Procedures
- Windows Applications
- Windows Operating Systems

### OPTIONAL COURSE ENHANCEMENTS:

- Microsoft MCTS Preparation
- Microsoft MCITP Preparation

### EMPLOYMENT OPPORTUNITIES:

- System Engineer
- Technical Support Specialist
- Network Technician
- Information Systems Administrator
- Network Administrator
- Technical Support Engineer
- Network Engineer
- Technical Consultant
- IT Specialist



### COURSE INFORMATION:

The MCSA program is designed for the student who is looking for greater knowledge of computer systems. This course will take the student from the basics of computer operation to designing and supporting Windows Server 2003 or Windows Vista Server-based networks. Students will have access to state-of-the-art materials and equipment. The course is continually adjusted in order to keep pace with changes in the computer industry. Training includes evolving technologies, such as Category 5e/6 and fiberoptic cabling, wireless (Wi-Fi), Bluetooth, DSL, laptop and PDAs, laser printers, and scanners.

The course begins with an introduction to DOS and Windows operating systems. Students set up and administer their own networks, starting with basic peer-to-peer networks and progressing to more intricate client-server based networks. The major focus of this course is to provide a student with lots of practical experience in order to prepare them for work in the computer industry. Training is designed to provide strong troubleshooting skills using proven methods and a variety of research approaches. Students are able to progress through this competency-based course at a pace that is comfortable for them.

The A+ and Network + certifications have become standards for the computer repair and network technician. This course includes training that prepares a student for these certification exams along with the MCSA exams. TDC is certified as both VUE and Prometric testing centers, so students may take each of the certification exams on campus. The fee for the A+, Network +, and MCSA exams is included in the program cost.

Students learn how to set up and administer networked computer systems, to include:

- INSTALLING, CONFIGURING, AND ADMINISTERING WINDOWS XP PROFESSIONAL (70-270)
- MANAGING AND MAINTAINING A MICROSOFT WINDOWS SERVER 2003 ENVIRONMENT (70-290)
- IMPLEMENTING, MANAGING AND MAINTAINING A MICROSOFT WINDOWS 2003 NETWORK INFRASTRUCTURE (70-291)

# COMPUTER SYSTEMS TECHNOLOGY PROGRAMS

## NETWORK SUPPORT TECHNICIAN (A+ AND N+ CERTIFICATION) 32 WEEKS

### ELEMENTS:

- A+ Exam Preparation
- Assemble, Install, and Configure Computers
- Data Backup and Recovery
- Disk Operating System (DOS)
- Electro-static Discharge Procedures
- Internet Fundamentals
- Laser Printer Maintenance and Repair
- Microsoft Windows Network Administration
- Microsoft Windows Network Installation
- N+ Exam Preparation
- Network Setup and Configuration Basics
- Network Cable Standards and Practices
- Setting Up and Understanding Peripherals
- Software and Hardware Interfacing
- Troubleshooting Procedures
- Windows Applications
- Windows Operating Systems

### OPTIONAL COURSE ENHANCEMENTS:

Microsoft Certified Professional Preparation  
Microsoft MCTS Preparation  
Microsoft Exchange Server  
Microsoft MCSA Preparation  
Microsoft MCITP Preparation  
Security+ Preparation

### EMPLOYMENT OPPORTUNITIES:

- Computer Sales
- Computer Specialist
- Computer Systems Trainer
- Customer Support
- Field Service Technician
- Help Desk Support
- Network Administrator
- Network Support Technician
- PC Technician/Technical Support
- System Administrator

### COURSE INFORMATION:

This course is designed to take a student from the basic workings of computers and peripherals to in-depth knowledge of setting up and troubleshooting computer networks. Students have access to state-of-the-art materials and equipment, and the course is continually adjusted in order to keep pace with changes in the computer industry. Training includes current evolving technologies, such as Category 5e/6 and fiberoptic cabling, wireless (Wi-Fi), Bluetooth, DSL, laptop and PDAs, laser printers, and scanners.

After thorough hands-on, individualized training, students learn how to set up and administer networked computer systems, to include:

- MICROSOFT WINDOWS XP
- MICROSOFT WINDOWS SERVER 2003
- MICROSOFT WINDOWS SERVER 2008
- MICROSOFT WINDOWS VISTA

Technology Development Center stresses finding answers to problems using books, technical documents, and the Internet. A great deal of importance is given to preparing the student to stay current in the industry, as computer systems are always changing. Training is designed to provide strong troubleshooting skills using proven methods and a variety of research approaches.

The A+ and Network + Certifications have become the standards for the computer industry to verify competency. This course prepares students to become certified prior to graduation. TDC is certified as both VUE and Prometric testing centers, so students may take the tests on campus, and the fee for the exams is included in the program cost.

