



Possible Employment Opportunities*

- Help Desk Technician ◀
- Customer Service Specialists ◀
- Computer User Support Specialists ◀

COMPUTER SUPPORT TECHNICIAN DIPLOMA

The Computer Support Technician Diploma program prepares students to demonstrate proficiency in providing technical support and assisting users in troubleshooting, performing technical and system diagnostics, and making the necessary repairs. Students will examine computer concepts, information systems, networking, operating systems, computer hardware, software applications and the Internet. They will analyze the principles of customer service and the importance of problem solving and help desk supportive service. Students will develop the skills necessary to obtain an entry-level position in the field and prepare them to challenge the CompTIA A+ certification.

Certifications

Students are eligible to take the certification exam for:

- CompTIA A+ certification

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FTC is approved by State Approving Agency for Veterans' Affairs

*These examples are intended to serve only as a general guide of possible employment opportunities. There are many factors that determine the job an individual may obtain, and Florida Technical College cannot guarantee its graduates any particular job. Some positions may require a license, degree, experience, or other industry certifications. We encourage you to research the requirements for the particular position you desire. Program availability varies by campus.



7 Florida campuses*

*Program availability varies by location.

COMPUTER SUPPORT TECHNICIAN DIPLOMA

Admission Requirements

- High School Diploma or a recognized equivalent.

Duration Of Program

- **9 month**
- **40.5 quarter** credit hours

Distribution

- 288 lecture hours
- 288 lab hours
- 576 total contact hours

Courses

- Introduction to Computer Operations
- A+ Hardware, Networking & Mobile Computer Systems
- A+ Software, Security & Operating Systems
- Routing and Switching
- Networking Fundamentals
- Windows Professional
- Windows Server
- Preparing for A+ Certification
- Windows Network Infrastructure



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