



IT TECHNICAL SUPPORT WDC-015

Considering a career in IT? Increase your chances of success by enrolling in our **IT Technical Support** course!

This course prepares you to achieve your **CompTIA A+ Certification** – an industry-recognized credential that will help you gain employment in positions like: Help Desk Specialist, Help Desk Technician, PC Technician, Computer Service Technician, or Information Technology Specialist.

Using lecture and a hands-on lab environment, we will cover:

- Configuration/upgrading of computer hardware/software
- Diagnosing/troubleshooting computer malfunctions related to hardware and software
- Preventive maintenance/printer maintenance fundamentals
- Knowledge of command line operation

Dates: Orientation June 4
8:00–9:00 a.m.
Class June 4 – July 11, 2019
MTWTh, 8:00 a.m.–3:30 p.m.

Location: Graff 106, OTC Springfield Campus

Cost: \$6,500

REGISTER ONLINE

workforce.otc.edu/course/it-technical-support/

Why CompTIA A+?

CompTIA A+ Certification is the most essential IT certification for establishing an IT career. If you're new to the IT industry, this will help you put your best foot forward.

If you're already an IT professional, the CompTIA A+ certification validates your skills and can boost your career.

This course maps fully to CompTIA's latest A+ 220-901 and 220-902 Exam and helps prepare students to pass both components of the CompTIA A+ certification exam.

Passing these exams leads to the CompTIA A+ Certification – a certification held by over 1 million IT professionals worldwide.

Your registration includes:

Text book, lab fees, tool kit, and vouchers for CompTIA's latest A+ 220-901 and 220-902 Exams.