



Academy of Learning

C A R E E R C O L L E G E



Chinese



English

# Computer Service Technician Diploma Program



## CAREER OPPORTUNITIES

- Hardware Repair Technician
- Computer Repair Technician
- Service Support Technician
- IT Support Centre Technician
- Service Technician
- IT Support Analyst
- IT Application Support Analyst
- IT Support Representative
- IT Administrator
- User Support Technician

**Government Grants, Scholarships, and Financial Aid  
May be Available For Those Who Qualify**



905-595-7775



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Unit 202, 10909 Yonge Street, Richmond Hill, Ontario. L4C 3E3

# Computer Service Technician Diploma Program

## Program Objectives

This program prepares students to address the problems they may encounter when servicing personal computers. It provides in-depth knowledge of computer hardware.

Students will have practical, experience in troubleshooting hands-on computer problems and assembling a computer.

This program prepares students to take the CompTIA A+, Network+, and Server+ certification exams.

## Delivery Method

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Online/Hybrid

## Duties & Responsibilities

- Providing comprehensive technical skills relating to the maintenance and repair of PC hardware
- Understanding the design and application of PC software and operating systems
- Setting up hardware and install and configure software and drivers
- Installing well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)
- Managing security options and software in computers and networks to maintain privacy and protection from attacks
- Performing regular upgrades to ensure systems remain updated
- Troubleshooting system failures or bugs and provide solutions to restore functionality
- Arranging maintenance sessions to discover and mend inefficiencies
- Keeping records of repairs and fixes for future reference
- Offering timely technical support and teach users how to utilize computers correctly

## Competencies and Core Courses

### Keyboarding

Minimum 25 words per minute (WPM)

### Operating Systems

Advanced level of proficiency in a Windows operating system

### Word Processing

Basic level of proficiency in Microsoft Word

### Spreadsheets

Basic Level of proficiency in Microsoft Excel

### Business Skills

Workplace Success/Entrepreneurship, Project Management

Fundamentals Level 1, Customer Service, and Grammar Essentials for Business Writing

### Office Skills

Internet Fundamentals, Personal Computer

Fundamentals for Technical Users, and basic level of proficiency in Microsoft Outlook

### PC Troubleshooting

Comp TIA A+ 220-901 and Comp TIA A+ 220-902

### Computer Networking

Comp TIA Network + and Comp TIA Server +

### Job Readiness/Employability Skills


Job Search and Resume Writing

## Career Opportunitites

Graduates of this program will find opportunities working as bench technicians for small- to medium-sized PC or electronics companies, as well as large PC-related manufacturing operations. They may also find positions in computer sales and service. After some experience, they may wish to open their own computer repair service.

### Financial Assistance

- Ontario Student Assistance Program (OSAP)
- Better Jobs Ontario Program
- Interest-Free Monthly Payment Plan Options

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