

Diploma in Information Technology Support



Qualification Description

The Diploma in Information Technology Support is approximately 10 months full-time* or 33 months part-time*. This qualification is an entry level Diploma for those wishing to enter the Information Technology sector in the capacity of a supporting role.

The qualification also offers training towards the highly sought International recognised certification MCITP: Enterprise Desktop Support Technician 7.

What will I learn?

The skills that you will gain are designed to enable you to deliver, design, implement and manage IT business solutions across a variety of industries and business types. Providing advanced training in networking, Internet skills, Windows applications, operating systems, database design and management, as well as programming fundamentals. Diploma in Information technology Support provides a comprehensive skills base upon which to build your knowledge.

Should I consider this qualification?

This is an ideal qualification if you want a fast track industry qualification to start your career in the computer industry. Challenging positions such as Information Systems Administrator and Systems Administrator as well as broader areas such as Network Administrator, Help Desk and PC Support.

What do I need to start?

To gain entry to the qualification, applicants are expected to have successfully achieved:

- A satisfactory result in Computer Power's Aptitude test

For International students an additional English language requirement as follows must also be met:

- IELTS 5.5 or equivalent

Major Qualification Goals

Upon completion of this qualification, students are able to:

- Operate and maintain a personal computer
- Configure and administer a local area network using Windows Server 2008 R2
- Provide advanced skills in network and software support
- Use common word processing, email, spreadsheet, presentation and database applications
- Configure, install and troubleshoot Windows 7
- Understand and configure virtual machines
- Demonstrate communication, problem solving, time management, goal setting, planning and customer relation skills

Career Paths

This qualification can complement your existing skills and qualifications or provide further opportunities in your current role. It can also prepare you for a number of career opportunities including:

CAREER ENTRY

Computer Technician
 Customer Support
 Help Desk
 Information Systems Operator
 Network Support Technician
 PC Network Engineer
 PC Support
 PC Support Technician
 Product Support Engineer
 Systems Support
 Technical Support
 Technical Support Engineer
 Trainer
 User Support Technician

FUTURE OPPORTUNITIES

Help Desk Analyst
 Help Desk Specialist
 ICT Support & System Service Engineer
 Information Centre Specialist
 Information Systems Administrator
 Network Administrator
 Systems Administrator
 Systems Engineer
 Technical Support Specialist
 Training Manager

*Based on: Full-time study load of 5 shifts per week of approximately 5 hours per shift. Part-time study load of 2 shifts per week of approximately 4 hours per shift. Study schedules can also be tailored to meet your needs.

Diploma in Information Technology Support



INTRODUCTION

- Introduction to Computer Power
- Introduction to Computers
- Introduction to Outlook

OPERATING SYSTEMS

- Operate a computer
- Introduction to Linux

OCCUPATIONAL SAFETY AND HEALTH

- Occupational safety and health principals
- Safety in the office
- IT professionals and OSH

HARDWARE

- PC Fundamentals
- PC Setup

NETWORKS

- Networking Fundamentals
- Network Operating Systems

MICROSOFT SOFTWARE APPLICATIONS

- Operate a Word Processing Application
- Operate a Spreadsheet Application
- Operate a Presentation Package
- Operate a Database Application
- Access, retrieve, manipulate, import and export data between Microsoft software applications
- Design documents to meet users requirements

DESIGN AND BUILD A DATABASE

- Database management
- Elements of a database management system
- Databases administration
- Data warehousing

THE INTERNET

- The Internet and e-Commerce
- Designing Web Sites

ACCOUNTING FUNDAMENTALS

- Introduction to accounting and management accounting
- The balance sheet & profit and loss statement
- Analysis and interpretation of financial statements

ELECTRONIC ACCOUNTING CONCEPTS

- Setting up MYOB-receivables, payables, inventory and sales
- Produce reports to manage a business

HELP DESK PROBLEM SOLVING TECHNIQUES

- Help desk roles and responsibilities
- Help desk policies and procedures
- Problem solving and prevention

EXTENDED CUSTOMER SERVICE

- The customer/business relationship
- Dealing with difficult customers
- Customer feedback

INTRODUCTION TO VIRTUALISATION

- Understand the concepts and types of virtualisation
- Describe the main virtualisation products and tools
- Install and configure Microsoft virtualisation software
- Create a virtualised operating system

MCITP: ENTERPRISE DESKTOP SUPPORT TECHNICIAN 7

- Install, upgrade, deploy and migrate to Windows 7
- Configure network connectivity
- Configure access to resources and mobile computing
- Configure backup and recovery options
- Troubleshoot and resolve desktop application and network issues
- Manage and maintain systems that run Windows 7

GROUP DEVELOPMENT PROJECT

- IT business strategy development
- Manage, guide and apply project integration and quality management techniques
- Project life cycle design

PROFESSIONAL DEVELOPMENT PROGRAM

- Goal setting and planning
- Time and personal resource management
- Communication skills, decision making
- Telephone and written communication skills

EMPLOYMENT PREPARATION AND PLANNING

- Surveying the job market
- Matching skills with employer needs
- Interview techniques