

# Diploma in Systems Technology



## Qualification Description

The Diploma in Systems Technology is approximately 10 months full time\* or 33 months part time\*. The qualification prepares you for a career in the use, installation and maintenance of computer hardware, operating systems and networks. This qualification provides hands on sessions and includes practical field site training in a commercial computer facility.

This qualification offers training towards three highly sought Internationally recognised certifications: A+, Network+ and MCTS: Configuring Windows 7.

## What will I learn?

This qualification provides training in a range of skill sets

- Identifying and understanding basic PC components
- Installing, configuring and troubleshooting a range of computer components
- Design, installation and management of computer networks including network security using Windows Server 2008 R2
- Installing, configuring and upgrading operating systems (Windows Vista and 7)
- Understand and configure virtual machines
- Understand and configure Microsoft Exchange Server

## Should I consider this qualification?

The qualification is for people who enjoy learning about the more technical aspects of computing including diagnosing and solving problems and hands-on computer repair. Whether you are changing your career or just starting out, this qualification gives you a well recognised and highly regarded qualification in a short time.

## 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 will be able to:

- Operate and maintain a personal computer
- Identify, compare and operate different Computer components (Motherboards, RAM, CPU's, Hard Drives, Printers, Portable P.C's)
- Install and configure the Windows 7 and Vista operating systems.
- Install and troubleshoot computer peripherals
- Configure and administer a Local Area Network
- Troubleshoot and resolve network problems and manage network security
- Demonstrate communication, problem solving, time management, goal setting, planning and customer relation skills.
- Understand and configure virtual machines
- Understand and configure Microsoft Exchange Server

## 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

Network Administrator  
 Technician  
 Technical Support  
 Systems Support  
 Service Administration  
 Customer Service Engineer  
 Hardware Support  
 Software Support  
 PC Support  
 Help Desk

### FUTURE OPPORTUNITIES

Network Engineer  
 Network Manager  
 Service Manager  
 Technical Manager  
 Help Desk Manager  
 Workshop Manager  
 Self Employed  
 Sales

\*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 Systems Technology



## INTRODUCTION

- Introduction to Computer Power
- Introduction to Computers

## OPERATING SYSTEMS

- Operate a computer
- Introduction to Linux

## OPERATE A WORD PROCESSING APPLICATION

- Learning the basics
- Formatting documents
- Tabs, printing & spell check
- Multiple documents, creating templates & glossaries
- Formatting styles, table of contents
- Creating headers and footers
- Working with tables
- Using merge, macros & graphics
- Access, retrieve, manipulate, import and export data between Microsoft software applications
- Design documents to meet users requirements

## EXTENDED CUSTOMER SERVICE

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

## HELP DESK PROBLEM SOLVING TECHNIQUES

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

## PC FUNDAMENTALS

- Components of a microcomputer system
- Command prompt commands and procedures
- PC utilities and drivers

## PC SETUP

- Installing and configuring an operating system
- Installing software packages
- Operating system tools

## A+ ESSENTIALS AND PRACTICAL APPLICATION

- Install and configure PC hardware and system components
- Disk Peripheral and device management
- System Upgrades and maintenance
- Troubleshooting

## NETWORKING FUNDAMENTALS

- Network concepts
- Network configurations and components
- Network software
- Network administration

## NETWORK OPERATING SYSTEMS

- Planning the Local Area Network
- Installing the Local Area Network
- Network structure and security
- Managing users and groups
- Setting-up & configuring a network workstation
- Setting-up a server and a network

## NETWORK+

- Network concepts
- Network installations and configuration
- Network applications and administration
- Network structure and security

## INTRODUCTION TO EXCHANGE SERVER

- Exchange server fundamentals
- Administering exchange server

## 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

## MCTS: CONFIGURING WINDOWS 7

- Install, upgrade, deploy and migrate to Windows 7
- Configure network connectivity
- Configure access to resources and mobile computing
- Configure backup and recovery options

## 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

## FIELD SITE PRACTICAL TRAINING

Trainees work at an independent IT company where they are involved in day-to-day operations. A manager from the company returns an assessment of the trainee's performance.