

Course Outline: A+ IT Technician

Learning Method: Instructor-led Classroom Learning

Duration: 3.00 Day(s)/ 24

Overview:

In this course, students will learn how to support PC hardware in a business setting, including installation, troubleshooting, and component replacement. The target student for this course is responsible for maintaining PCs in their workplace.

Who Should Attend: This course is intended for individuals who are employed as a Systems Administrator, Systems Engineer and IT Manager

At course completion:

Upon successful completion of this course, students will be able to:

- investigate tools
- issues, and skills that form the basis of best practices for IT technical professionals
- install, configure, optimize, and upgrade personal computer components
- maintain and troubleshoot personal computer components
- install and troubleshoot laptops and portable devices
- install, manage, and optimize operating systems
- maintain and troubleshoot operating systems
- install, maintain, and troubleshoot printers and scanners
- identify the names, purposes, and characteristics of basic network protocols and terminologies
- install and manage network components
- Maintain and troubleshoot computer security.

Outline:

Module 1: IT Technician Professional Best Practices

- Tools of the trade
- Safety and Environmental Issues
- Professionalism and Communication

Module 2: Installing and Configuring Personal Computer Components

- Install and Configure System Boards
- Install and Configure Memory

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- Install and Configure Storage Devices
- Install and Configure CPUS
- Install and Configure Power supplies
- Install and Configure cooling Systems
- Install and Configure Adapter Cards
- Install and Configure Display devices
- Install and Configure Input Devices
- Install and Configure multimedia Devices

Module 3: Maintaining and Troubleshooting Personal Computer Components

- Maintain Personal Computer Components
- Troubleshoot Processors and System Boards
- Troubleshoot Memory
- Troubleshoot Storage Devices
- Troubleshoot Power Supplies
- Troubleshoot Adapter Cards
- Troubleshoot Display Devices
- Troubleshoot Input Devices
- Troubleshoot Multimedia Devices

- Troubleshoot Other Peripheral Devices

Module 4: Installing and Troubleshooting Laptops and Portable Devices

- Install and Configure Laptops
- Troubleshoot Laptops and Portable Devices

Module 5: Installing Managing and Optimizing Operating Systems

- Install and Upgrade Operating Systems
- Operating System Management Utilities
- Manage Disks and File Systems
- Optimize Operating Systems

Module 6: Maintaining and Troubleshooting Operating Systems

- Maintain Operating Systems
- Troubleshoot Operating Systems
- Recover Operating Systems

Module 7: Installing, Maintaining and Troubleshooting Printers and scanners

- Install and Configure Printers and Scanners
- Maintain Printers and Scanners

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- Troubleshoot Printers and Scanners

Module 8: Networking Technologies

- Network Protocols
- Internet Technologies
- Network Connection Technologies

Module 9: Installing and Managing Network Components

- Install and Configure Web Browsers
- Create Network Connections
- Configure Network Resource Sharing
- Maintain and Troubleshoot Networks

Module 10: Maintain and Troubleshoot Computer Security

- Security Principles
- Install and Configure Security Measures
- Maintain and Troubleshoot Security

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