

# CompTIA Computer and Network Support Technician

Harper CE Computer Training · 847.925.6066 · harpercollege.edu/ce · cecomputers@harpercollege.edu

The Computer and Network Support Technician digital badge is ideal for anyone who wants to pursue a career in Information Technology (IT). This 90-hour program will cover installation, configuration, troubleshooting, and maintenance of computer hardware, software, operating systems, peripherals, cabling, and networks. Training from this program is a common prerequisite for more advanced IT programs, even from other vendors, including Cisco networking and all forms of system administration. The courses help you prepare for two highly recognized IT professional certifications: CompTIA A+ and CompTIA Network+. Exam vouchers for certification exams, courseware and test preparation tools are included in the fees. Individuals interested in pursuing CompTIA Security+ training in addition to the above material may wish to consider the Computer and Network Security Specialist digital badge.



## Career Notes:

As the IT industry creates new jobs at record rates, there is an observed shortage of computer networking professionals. Companies such as Dell, HP, Ricoh, Sharp and Xerox recommend or require CompTIA Network+ for their networking technicians. It is a technical prerequisite option for IT technicians seeking to join the Apple Consultants Network, and is recognized by the U.S. Department of Defense.

## Prerequisites:

Ability to browse and search for information on the Internet. Basic knowledge of computing concepts, including the difference between hardware and software, the functions of software, such as an operating system, applications, and file systems. Basic understanding of the functionality of a computer network.

## Requirements:

- **LAP8020** CompTIA A+ Computer Technician
- **LAP8021** CompTIA Network+

## Course Descriptions:

### **LAP8020 CompTIA A+ Computer Technician (48 Hours)**

Provides hands-on training in PC installation, building, upgrading, repairing, configuring, and troubleshooting. Covers operating systems, electricity and power systems, CPUs, motherboards, memory, bus structures, expansion cards, ports, connectors, cables, storage devices, multimedia devices, printers, and portable devices. Networking technologies and connections are also focused upon along with personal security and IT professional best practices. Course materials will be provided in classroom on first day of class. Prepares for two certification exams: CompTIA A+ 220-901 which covers the fundamentals of computer technology, installation and configuration of PCs, laptops and related hardware. The second CompTIA A+ exam 220-902 covers the skills required to install and configure PC operating systems as well as configuring common features for mobile operating systems.

### **LAP8021 CompTIA Network+ (42 Hours)**

Provides hands-on training in networking technologies and communication methods, media and hardware, network implementation, TCP/IP addressing and services deployed on a TCP/IP network, protocols and data delivery. Other topics include: LAN, WAN Infrastructure, transmission and connectivity, voice over data transmissions, Virtual LANs, remote and virtual private networking, VPN protocols, system and network security concepts, network management and troubleshooting. Prepares for the CompTIA Network+ N10-006 certification exam. Recommended Preparation: CompTIA A+ training or equivalent experience. Course materials will be provided in classroom on first day of class.