

Computer User Network Support Program

An Overview

This micro-credential pathway provides basic skills and broad exposure to information technology. These topics of study prepare participants for CompTIA certifications and professions as Computer User Support.

Course of Study

IT Essentials 1 Participants will learn to identify personal computer hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. (40 hours).

IT Essentials 2 Participants will learn to install and configure operating systems i.e. Windows, iOS, Android, Apple OS X and Linux. Participants will build upon Essential 1 fundamentals exploring cloud computing and operational procedures. Essential 1 and 2 prepare individuals to sit for A+ exam. (40 hours).

Networking Participants will learn configuration, management, and troubleshooting of common wired and wireless network devices. Emerging technologies i.e. mobile, cloud unified communications, and virtualization technologies will be addressed. (40 hours).

Cyber Security explores network security, compliance and operation security, threats and vulnerabilities as well as application, data and host security. Participants will learn about access control, identity management, and cryptography. (40 hours).

September, 12, 2017 – February 15, 2018. Classes are held two evenings per week, 5:30 p.m. – 9:30 pm. at CCAC Allegheny Campus

This program is free to qualified applicants in Allegheny County and surrounding regions. For information, application <https://www.ccac.edu/Microcredentials.aspx>. Email microcredentials@ccac.edu or call 412.788.7507.