

# IT Support Technician Diploma with CompTIA

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**Our IT Support Technician diploma is ideal if you're looking for a position within an organisation's IT department. Upon completion of the diploma, you will be well positioned to gain CompTIA certification.**

## Get highly valued IT skills that are in demand

IT employees hold some of the most important jobs in any organisation. As an IT Support Technician, it will be your responsibility to help keep the computers and related systems running smoothly and efficiently.

Your job could involve responding to help-desk requests from colleagues who are experiencing problems with their computers, need help installing software, or have questions about how to use some of the hardware or software available to them.

The role of IT Support Technician is vital within any organisation. With this diploma, you'll be able to start your career in IT, and your skills will be in demand. Following this diploma and experience in the role, you may opt for further training, which could lead to positions of greater seniority and responsibility, such as Network Administrator, Systems Administrator, and IT Support Manager.

## Aims and Objectives

You'll learn how to install, repair, upgrade, and maintain

PCs and operating systems to ensure you're providing your future colleagues the support they need to accomplish their work.

## Pre-Requisites

A strong interest in computers and basic computer literacy.

## Career Path

CompTIA certifications are a recognisable IT industry qualification that can help you get a rewarding career as an IT Technician, Support Technician, or Helpdesk Specialist.

With further training in more specialised areas, you could look toward a career in network support or administration, cloud computing, or security. You could also bolster your skills to move into more senior roles within IT support.



**CPD Points 210**

*(Awarded CPD points upon successful completion)*

# Core Courses

## Windows 10 – Advanced

This course provides an advanced look at the Windows 10 operating system. Topics covered include troubleshooting issues with Windows, changing system settings, Windows security features, improving performance of the operating system, restricting and preventing access with Windows, and networking features of Windows 10.

### A+

The A+ course provides a robust foundation of knowledge and skills for a career in IT support. There are two parts to the A+ course, and each part is broken down into several domains.

In the first part of the course, you'll learn the essentials of working with desktop and laptop computers and mobile devices. You'll learn about networks and network protocols. You'll learn all about peripheral hardware devices associated with personal computers. You'll also explore cloud-computing concepts and client-side virtualisation. Lastly, you'll learn network and hardware troubleshooting methods and best practices.

In the second part of the course, you'll learn key concepts relating to operating systems and their configurations. You'll explore best practices of security relating to mobile devices, workstations, and networks. And you'll learn troubleshooting techniques to help you address operating system and software issues.

Upon successful completion of the two parts of the A+ course, you will be well prepared to take the CompTIA A+ certification exam.

### Project+

In this course, you will be introduced to essential concepts relating to projects, including the project life cycle and process groups. The course provides a foundational knowledge base reflecting up-to-date project management information so you can effectively put principles to work in your own work.

Topics covered include project selection and initiation, project scoping, scheduling, and planning, controlling project work and the project schedule, project documents, and much more. The course will assist in preparing you for the CompTIA Project+ exam.

## Communication Skills for IT Specialists

The world of IT can be confusing if you don't speak the "language". This course is designed to help you effectively engage in communication relating to information technology with all types of audiences. In this course, you'll learn how to be a good listener, as well as how to build trust through effective communication, which is essential when working in a technical team environment. You'll also learn how to act with diplomacy and tact to become a successful and professional communicator in the IT field.

## ELECTIVE COURSES *(choose two or Network+)*

- **Cloud Essentials+**
- **CyberSecurity 101**
- **CyberSecurity 102**
- **Database Fundamentals**
- **Programming Fundamentals**
- **Network+**

For details regarding professional exam certification, please speak with one of our Course Advisors.



To discuss your current skills and aspirations call:

**0333 200 1310**

or visit:

**[pitman-training.com](http://pitman-training.com)**



### Guideline Learning Time

**210 hours flexi study or 9 weeks full-time**

(Full-time based on approx 20-30 hours a week)

# Transforming Careers, Changing Lives.

Pitman Training diplomas are widely recognised by employers and a signal to recruiters that you have been trained to the highest level.

With your Pitman Training diploma you'll be able to demonstrate that you have the essential work-ready skills needed and have been trained by the very best.

- **Flexible training you can fit around work and family commitments**
- **Support whenever you need it from our friendly Learning Coaches**
- **The widely respected Pitman Training name on your CV**
- **The skills in demand by employers**
- **Confidence that you're one step closer to your dream job, promotion or new career**



**PITMAN**  
TRAINING

Building careers  
for 180 years

