Programme Title	Certificate: PC Technician
Duration	±6 months
Admission Requirements	English Proficiency Basic Computer Skills
Programme type	Available in Full time and Part time

Objectives

Essentials: Exam Number: 220-1001

Objective 1: Mobile Devices

- Given a scenario, install and configure laptop hardware and components.
- Given a scenario, install components within the display of a laptop.
- Given a scenario, use appropriate laptop features.
- Compare and contrast characteristics of various types of other mobile devices.
- Given a scenario, connect and configure accessories and ports of other mobile devices.
- Given a scenario, configure basic mobile device network connectivity and application support.
- Given a scenario, use methods to perform mobile device synchronizatio

Objective 2: Networking

- Compare and contrast TCP and UDP ports, protocols, and their purposes.
- Compare and contrast common networking hardware devices.
- Given a scenario install and configure a basic wired/wireless SOHO network.
- Compare and contrast wireless networking protocols
- Summarize the properties and purposes of services provided by networked hosts.
- Explain common network configuration concepts.
- Compare and contrast Internet connection types, network types, and their features.
- Given a scenario use appropriate networking tools.

Objective 3: Hardware

- Explain basic cable types, features, and their purposes
- Identify common connector types.
- Given a scenario, install RAM types
- Given a scenario, select, install and configure storage devices.
- Given a scenario, install and configure, motherboards, CPUs, and add-on cards.
- Explain the purposes and uses of various peripheral types.
- Summarize power supply types and features
- Given a scenario, select and configure appropriate components for a, custom PC configuration to meet customer specifications or needs.
- Given a scenario install and configure common devices.
- Given a scenario, configure SOHO multifunction, devices/printers and settings.
- Given a scenario, install and maintain various print technologies.

Objective: 4: Virtualization and Cloud Computing

- Compare and contrast cloud computing concepts
- Given a scenario, set up and configure client-side virtualization**.**

Objective 5: Hardware and Network Troubleshooting

- Given a scenario, use the best practice methodology to resolve problems.
- Given a scenario, troubleshoot problems related, to motherboards, RAM, CPUs, and power.
- Given a scenario, troubleshoot hard drives and RAID arrays.
- Given a scenario, troubleshoot video, projector, and display issues.
- Given a scenario, troubleshoot common mobile device, issues while adhering to the appropriate procedures.
- Given a scenario, troubleshoot printers.
- Given a scenario, troubleshoot common wired and wireless network problems.

Objectives
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Objective 1: Operating Systems	**Objective 2:** Security
• Compare and contrast common operating system types and their purposes. • Compare and contrast features of Microsoft Windows versions. • Summarize general OS installation considerations and upgrade methods. • Given a scenario, use appropriate Microsoft command line tools. • Given a scenario, use Microsoft operating system features and tools. • Given a scenario, use Microsoft Windows Control Panel utilities. • Summarize application installation and configuration concepts • Given a scenario, configure Microsoft Windows networking on a client/desktop. • Given a scenario, use features and tools of the Mac OS and Linux client/desktop operating systems.	• Summarize the importance of physical security measures. • Explain logical security concepts. • Compare and contrast wireless security protocols and authentication methods. • Given a scenario, detect, remove, and prevent malware using appropriate tools and methods. • Compare and contrast social engineering, threats, and vulnerabilities • Compare and contrast the differences of basic Microsoft Windows OS security settings. • Given a scenario, implement security best practices to secure a workstation. • Given a scenario, implement methods for securing mobile devices. • Given a scenario, implement appropriate data destruction and disposal methods. • Given a scenario, configure security on SOHO wireless and wired networks.
Objective 3: Software Troubleshooting	**Objective: 4:** Troubleshooting
• Given a scenario, troubleshoot Microsoft Windows OS problems. • Given a scenario, troubleshoot and resolve PC security issues. • Given a scenario, use best practice procedures for malware removal. • Given a scenario, troubleshoot mobile OS and application issues. • Given a scenario, troubleshoot mobile OS, and application security issues.	• Compare and contrast best practices associated with types of documentation. • Given a scenario, implement basic change management best practices. • Given a scenario, implement basic disaster prevention and recovery methods. • Explain common safety procedures. • Explain environmental impacts and appropriate controls • Explain the processes for addressing prohibited content/activity, and privacy, licensing, and policy concepts. • Given a scenario, use proper communication techniques and professionalism. • Identify the basics of scripting. • Given a scenario, use remote access technologies.

Certification upon successful completion

- PC Technician Certificate
- Optional: CompTIA Certificate A+ on successful completion of CompTIA exams