

# Help Desk Representative Diploma

Willis College  
[www.williscollege.com](http://www.williscollege.com)



**Microsoft**  
IT Academy Program



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**Program Length: 17 Weeks**

**Certification Path: A+, MCP, MCDST**

Willis College's Help Desk Representative **Diploma** Program prepares you for the ever-erratic demands of the technical support and call centre industry—while proving you know your way around Hardware, Operating Systems and the Internet.

Willis College of Business & Technology delivers Microsoft approved curriculum in a conventional classroom setting. Willis courses provide a complete hands-on experience with lectures, labs, and supplemental materials. Our instructors guide you through intricate problem solving exercises that mimic the toughest technical challenge of the real world - the kind you could face on the job every day. **Through this program you will be eligible for A+ certification;** a world-recognized and industry standard. With a **bonus MCP certification** and designation from Microsoft, you will be well qualified to enter the dynamic world of high tech. The **Microsoft Certified Desktop Support Technician (MCDST)** certification will get you started in your IT career by ensuring you have the skills to successfully troubleshoot desktop environments running on the Microsoft Windows operating system.

***“From our past hiring experiences, Willis College has stood out amongst the rest of the trainers in the Ottawa Carlton area. Your graduates have always come with the strongest skills sets and we first look to Willis College graduates when hiring.” – Human Resources Manager, Sitel Corporation***

## **Computer Fundamentals & DOS**

Computer Concepts, Intro to XP and DOS Commands

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## **CompTIA A+ Certified Technician**

220-601: CompTIA A+ Essentials

220-602: CompTIA A+ IT Designation

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## **Microsoft Certified Professional \***

### **Microsoft Certified Desktop Support Technician \***

70-271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

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## **Career Management**

Self-Assessment and IT Job Market

Resume Writing and Electronic Cover Letters

Interviewing, Interview Practical

Job Realities, Job Hunting Techniques

Entrepreneurship

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**NOTE:** In order to continuously improve our programs, Willis College reserves the right to modify programs at any time. Willis College is registered and approved as a Private Career College under the Private Career Colleges Act. (Ontario & Quebec Ministry of Training, Colleges and Universities)

\* See [www.microsoft.com/traincert](http://www.microsoft.com/traincert) for complete details of MCP & MCDST certification requirements of ask your Willis College Education Consultant.

**ADMISSION REQUIREMENTS:** (Canadian students) High School Graduation diploma or equivalent OR Mature Student Status (18 years and one year out of high school).

**ACCREDITATION POLICY:** Like all post-secondary institutions in Ontario, Willis College reserves the right to accept or deny advanced standing into its programs.

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## **PROGRAM HIGHLIGHTS INCLUDE:**

### **GOVERNMENT SECURITY CLEARANCE**

**Registered and Approved Diploma Program**

**Career Development and Job Placement with Personalized Web Job Search Engine Tool for Graduates**

**Pearson VUE and Prometric Testing Centers on campus**

**Tuition, Books and Industry Certification exams are included: 2 A+ exams & 2 Microsoft exams**

[Microsoft IT Academy Institute](#)

[Microsoft Official Curriculum \(MOC\)](#)

[Microsoft IT Academy Benefits](#)



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