

Technical Support Specialist Diploma

Willis College
www.williscollege.com



Microsoft
IT Academy Program



Program Length: 23 Weeks

Certification Path: A+, MCP, MCDST

The Willis industry-leading Technical Support Specialist Diploma Program is designed for the individual to learn the skills needed to secure an entry-level position supporting computers. The Program provides training on Computer Hardware, Operating Systems and Networking Topologies. Students achieve certifications in CompTIA A+ and Microsoft (MCP & MCDST). Ottawa has a constant demand for technical support positions, start earning up to \$15.00 an hour after just 4 months of training.

SITEL - Ottawa, a leading technical support provider says "from their past hiring experiences, Willis College has stood out amongst the rest of the trainers in the Ottawa Carlton Area. We look first to Willis graduates when hiring".

Careers opportunities include: Desktop Support Representative, Help Desk & Technical Support Specialist, LAN Technician, PC Software Specialist, PC Hardware Technician, and Call Centre Specialist.

Computer Fundamentals & DOS

Computer Concepts, Intro to XP and DOS Commands

CompTIA A+ Certified Technician

220-601: CompTIA A+ Essentials

220-602: CompTIA A+ IT Designation

Microsoft Certified Desktop Support Technician * (MCDST)

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

Network Fundamentals

This course prepares you with a solid foundation in Networking. Students will be introduced networking topics such as: networking components, troubleshooting basic networking hardware, protocols and services.

Microsoft Certified Professional * (MCP)

70-270: Installing, Configuring and Administering Microsoft Windows XP Professional

Career Management

Self-Assessment and IT Job Market

Resume Writing and Electronic Cover Letters

Interviewing, Interview Practical

Job Realities, Job Hunting Techniques

Entrepreneurship

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 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 & 3 Microsoft exams

[Microsoft IT Academy Institute](#)

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

[Microsoft IT Academy Benefits](#)



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