

PC SUPPORT SERVICES

Learn the current technology and procedures to prepare for a career in the PC support services field.

In this individualized program, students will learn keyboarding; office technology skills; computer technology; software applications including Word, Excel, PowerPoint, and Access; operating systems including the use of advanced software/systems features and programs; desktop publishing; electronic communications via the Internet; Web page components; computer networking and network administration; hardware and software installation; integration techniques to enhance projects; and preventative hardware maintenance.

PROGRAM OUTCOMES

After successfully completing the program, the student will be able to:

- Perform keyboarding activities
- Perform mathematical computations
- Perform communication activities
- Perform telephone activities
- Perform data/information processing activities
- Perform filing activities
- Demonstrate a knowledge of human relations skills
- Exhibit leadership skills
- Exhibit appropriate grooming habits
- Perform job application activities
- Perform decision making activities
- Exhibit proficiency in using electronic communications and the Internet
- Perform procedures for installing software and hardware
- Demonstrate proficiency in using system and application software
- Demonstrate efficiency in using computer networks



REGISTRATION REQUIREMENTS

Students must take the Tests of Adult Basic Education (TABE) prior to entering the program.

COMPLETION TIME

The program length 900 hours.
(Approximately nine months)

CAREER OPPORTUNITIES

This program prepares a student for employment as an Information Technology Assistant, Help Desk Support Assistant, Help Desk Technician, and PC Support Technician.

CERTIFICATES

- A certificate is awarded to students who successfully complete the program's competencies and satisfy basic skill requirements in accordance with state guidelines.
- Prepare for industry certifications such as Microsoft Word, Excel, Access, PowerPoint, and Outlook Specialist; Word and Excel Expert; Microsoft Office master; and IC3.



SALARY RANGE

\$20,800 - \$31,200 annual salary

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