

Course Content

PIMA COMMUNITY COLLEGE

Effective: 200xxx

ITF 127c A+ Remote Support Technician (2006-603)

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Credit Hours: 2.5
Campus: Community
Lecture Periods: 0.00
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Description:

The course prepares the student to remotely support PC hardware and software in a business setting.

Performance Objectives:

Upon successful completion of this course, the student will be able to:

1. Install, configure, optimize, and upgrade personal computer components
2. Identify tools, diagnostic procedures, and troubleshooting techniques for personal computer components
3. Perform preventive maintenance on personal computer components
4. Identify the fundamental principles of using operating systems
5. Identify concepts and procedures for creating, viewing, managing disks, directories and files in Windows
6. Locate and use Windows utilities
7. Install, configure, optimize and upgrade operating systems
8. Identify tools, diagnostic procedures and troubleshooting techniques for operating systems
9. Recognize and resolve common error messages and codes
10. Use diagnostic utilities and tools to resolve operational problems
11. Perform preventive maintenance for operating systems
12. Install, configure, optimize and upgrade printers and scanners
13. Identify tools, diagnostic procedures and troubleshooting techniques for printers and scanners
14. Identify the fundamental principles of networks
15. Install, configure, optimize and upgrade networks
16. Identify tools, diagnostic procedures and troubleshooting techniques for networks
17. Identify the fundamental principles of security
18. Install, configure, optimize and upgrade security
19. Identify tools, diagnostic procedures and troubleshooting techniques for security issues
20. Perform preventive maintenance for security
21. Use good communication skills
22. Use professional behavior

Course Outline:

- I. Personal Computers
 - A. Display devices, input devices and adapter cards
 - B. Basic diagnostic procedures and troubleshooting techniques
 - C. Recognizing and isolating issues with display, peripheral, multimedia, input and storage devices
 - D. Troubleshooting techniques
 - E. Common preventive maintenance techniques for storage devices

II. Operating Systems

- A. Command-line functions and utilities for managing Windows 2000, XP Professional and XP Home
- B. Creating, viewing, and managing disks, directories and files
- C. Procedures and utilities for optimizing the performance of Windows
- D. Recognizing and resolving common operational problems
- E. Recognizing and resolving common error messages and codes
- F. Diagnostic utilities and tools for resolving operational problems
- G. Performing preventive maintenance for operating systems

III. Printers and Scanners

- A. Processes used by printers and scanners, including laser, ink dispersion, impact, solid ink and thermal printers.
- B. Installing and configure printers and scanners
- C. Optimizing scanner performance
- D. Gathering information required to troubleshoot printer/scanner problems

IV. Networks

- A. Name, purpose, and characteristics of basic network protocols and terminologies
- B. Name, purpose, and characteristics of technologies for establishing connectivity
- C. Name, purpose, and characteristics of command line tools
- D. Establish network connectivity and share network resources
- E. Diagnose and troubleshoot basic network problems

V. Security

- A. Name, purpose, and characteristics of access control and permissions
- B. Installing and configuring hardware, software, wireless and data security
- C. Diagnosing and troubleshooting software and data security problems
- D. Social engineering

VI. Communication and Professionalism

- A. Using clear, concise and direct statements when communicating with colleagues and customers
- B. Maintaining a positive attitude and tone of voice
- C. Avoiding the use of jargon, abbreviations and acronyms
- D. Listening to colleagues and customers