

CompTIA A+ 220-603

Remote Support Technician



Security skills are vital for a computer support professional. Whether working in a large enterprise environment or in the field, security issues and technologies are a part of the job skill set needed for the entry-level IT worker.

“Adding more emphasis on security to the CompTIA A+ exam is a no-brainer. Security threats have become mainstream in recent years and CompTIA has adjusted the exam to meet the needs of the industry. It matters to a customer that you are qualified to protect them from security threats.”

Adam Holdridge
NW Computer Doctor

According to CompTIA research, soft skills such as the ability to communicate with others is one of the top knowledge and skills sets sought out by employers and validated through certification. Technical competence is not enough. Professionals need the ability to communicate with customers and fellow workers to be successful.

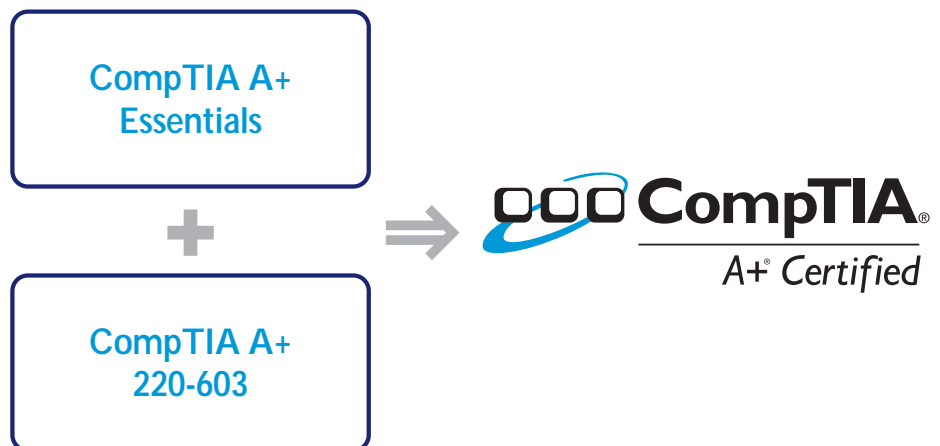
“We look at CompTIA A+ as the foundation for all technical certifications. When we hire a technician, we require in their offer letter that they be CompTIA A+ certified within 90 days. This includes technical support analysts, systems integrators, network integrators and help desk technicians.”

Karen Jenks
CompuCom

The updated CompTIA A+ validates the latest skills needed by today's computer support professionals. CompTIA A+ remains a skills benchmark that provides an entry point into an IT career and the industry standard to validate foundational skills.

Many of the essential skills are universal, but there are additional skills required to support the needs of businesses. The standard offering fits most, but some job environments may require validation of a different set of skills. The updated CompTIA A+ offers employers the flexibility to choose the validation that best fits their needs. This flexibility ensures the right people have the right skills and helps provide a career path for those skilled employees, while helping you better serve your customers.

The updated CompTIA A+ credential requires two tests. Now there is the alternative path of CompTIA A+ Essentials plus CompTIA A+ 220-603 Exam to build certification for specific job scenarios. The credential still validates hardware and software, with added elements of security and soft skills, as well as safety and environmental issues. Using the CompTIA A+ 220-603 Exam adds the focus of applying these technologies and skill sets in scenarios involving troubleshooting and interacting with customers remotely via the telephone or e-mail.



certification.comptia.org

EXAMPLE JOB ROLES ASSOCIATED WITH COMPTIA A+ 220-603 INCLUDE:

REMOTE SUPPORT
TECHNICIAN

SERVICE DESK TECHNICIAN
SUPPORT CENTER TECH

HELP DESK TECHNICIAN
CALL CENTER TECHNICIAN





COMPTIA A+ ESSENTIALS

CompTIA A+ Essentials validates knowledge of basic computer hardware and operating systems, covering skills such as installation, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventive maintenance, with additional elements of soft skills and security. The Essentials Exam validates the basic skills needed by any entry-level service technician regardless of job environment.

COMPTIA A+ 220-603

CompTIA A+ 220-603 tests the candidate's ability in troubleshooting and interacting with customers remotely via the telephone or e-mail. Candidates who pass this exam plus CompTIA A+ Essentials will be CompTIA A+ certified with the *Remote Support Technician* designation.

"We decided we are going to get our help desk agents CompTIA A+ certified because we want them to have the same level of education and skills as our field engineers, so they can resolve the issue over the phone, which is the most efficient way."

Peter Manni
Siemens

BENEFITS OF THE UPDATED COMPTIA A+:

- **Research has proven that certified employees lead to increased customer satisfaction and repeat business, as well as increased revenue.**

By employing CompTIA certified professionals, Hal-Com has seen a 15 percent reduction in client turnover. Certifying their employees gave Western Digitech an additional \$275,027 in revenues.***

- **Certification provides measurable competence standards for a business.**

"If a technician has CompTIA A+, it guarantees to their employer that they have the basics – installing, troubleshooting, software, hardware and soft skills. It covers all the knowledge a beginning tech needs and it gives them quite an advantage over those who are not certified."

Amy Proveniers
Dell Benelux

- **Certified employees are more productive because they have the proven skills necessary to perform at a higher level of efficiency than their non-certified peers.**

"Since we started requiring CompTIA A+ certification for our Technical Service personnel, we have seen a higher first-time fix rate, use fewer parts, and receive higher customer satisfaction marks. These equate to lower costs of doing business and higher profits for CompuCom."

Dave Smith
CompuCom Systems, Inc.

- **Employee certification programs lead to satisfied employees and higher employee retention.**

*By employing CompTIA certified professionals, Hal-Com has seen a 40 percent reduction in employee turnover, leading to reductions in management time spent interviewing candidates and on-the-job training for new hires.**

- **Certification lowers the costs of recruiting, hiring and training.**

*Certified technicians complete their orientations in half the time and can begin billing customers for a higher percentage of their time more quickly.***