



- CompTIA - A+
- Network Essentials
- Windows 10 Administration
- Introduction to Cloud

DIPLOMA IN TECHNICAL SUPPORT

CompTIA - A+

| Programme Outline | Job Roles |
|--|--|
| <ol style="list-style-type: none">1 Hardware Fundamentals2 Peripheral Components3 Managing System Components4 Supporting Printers5 Troubleshooting System-Wide Issues6 Networking7 SOHO Wireless/wired Router8 Laptops9 Operational Procedures | <p>Technical support specialist Field service technician IT support technician IT support administrator IT support specialist Desktop Support Engineer</p> |

Network Essentials

| Programme Outline | Job Roles |
|---|--|
| <ol style="list-style-type: none">1 Introducing Computer Network2 Cables and Connectors3 IP addressing Scheme IPv4 & IPV6 & MAC Address4 Networking Devices & TCP/IP Protocols5 Wireless Networking & WAN Concepts6 Network Security | <p>Network Analyst Network Field Engineer Network Administrator (Entry Level) Network Support Specialist Network Engineer (Junior)</p> |





Windows 10 Administration

Programme Outline

- 1 Overview of Windows 10
- 2 Installing Windows 10
- 3 Configuring Your Device
- 4 Configuring Network Connectivity
- 5 Managing Storage
- 6 Managing Files and Printers
- 7 Managing Apps in Windows 10
- 8 Managing Data Security
- 9 Managing Device Security
- 10 Managing Network Security
- 11 Maintaining Windows 10
- 12 Troubleshooting and Recovery

Job Roles

Windows System Engineer
Windows System Administrator
Desktop Support Engineer
Windows Server Administrator

Introduction to Cloud

Programme Outline

- 1 Introduction to Cloud Computing
- 2 Value of Cloud Computing
- 3 Technical Perspectives of Cloud Computing
- 4 Technical Challenges of Cloud Computing
- 5 Successfully Adopting Cloud Services
- 6 Identifying Risks and Consequences

Job Roles

Trainee - Junior Cloud Engineer
Jr. Cloud Support Engineer



Connecting Talent to Opportunity

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