Advanced IT Support Technician Diploma with CompTIA

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PITMAN
T R A I N I N G

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This diploma prepares aspiring IT professionals for more advanced positions in IT support.

This diploma is ideal if you're looking for a position with greater responsibility than more entry-level roles in IT departments. Upon completion of the diploma, you'll be well positioned to gain CompTIA certification in several key areas of IT.

Position yourself for success in IT!

IT employees hold some of the most important jobs in any organisation. As an advanced IT Support Technician, it will be your responsibility to keep the computers and related systems running smoothly and efficiently.

As a more senior support professional, your job could involve providing any of the following types of support to internal and external clients:

- help resolve complex issues that have been escalated from Tier 1 support and require more detailed systems and applications knowledge

- maintain system capabilities by testing existing equipment and software

- test new systems and applications

- train users on proper use of hardware and software

- manage and/or train Tier 1 support technicians

The role of an advanced IT Support Technician is vital within any organisation. With this diploma, you'll be well positioned to take on a role of greater responsibility in an IT department than the typical entry-level position.

With this diploma and some experience in a senior support role, your career could advance to positions of greater seniority and responsibility, such as Systems Administrator or IT Support Manager.

Aims and Objectives

You'll learn essential skills in hardware and software support, network administration, IT security, and cloud computing to position you for a promising future in information technology.

Pre-Requisites

A strong interest in computers and a high-level of computer literacy.

Career Path

CompTIA certifications are a recognisable IT industry qualification that can help you build a rewarding career in IT support and systems maintenance.

With further training in more specialised areas, you could look forward to a career in network support or administration, cloud computing, or security. You could also bolster your skills to move into a managerial role within IT support.

CPD Points 300
(Awarded CPD points upon successful completion)

Core Courses

A+

The A+ course provides a robust foundation of knowledge and skills for a career in IT support. There are two parts to the A+ course, and each part is broken down into several domains.

In the first part of the course, you'll learn the essentials of working with desktop and laptop computers and mobile devices. You'll learn about networks and network protocols. You'll learn all about peripheral hardware devices associated with personal computers. You'll also explore cloud-computing concepts and client-side virtualisation. Lastly, you'll learn network and hardware troubleshooting methods and best practices.

In the second part of the course, you'll learn key concepts relating to operating systems and their configurations. You'll explore best practices of security relating to mobile devices, workstations, and networks. And you'll learn troubleshooting techniques to help you address operating system and software issues.

Upon successful completion of the two parts of the A+ course, you will be well prepared to take the CompTIA A+ certification exam.

Network+

In this course, you'll learn how to configure, manage, and troubleshoot common wired and wireless network devices. You'll also learn essential concepts of network security and cloud computing.

Upon successful completion of the course, you will be well prepared to take the CompTIA Network+ certification exam and you will be well positioned to work in a network support role.

Security+

In this course, we'll cover the essential knowledge and skills relating to IT security, including attacks, threats and vulnerabilities, architecture and design, implementation, operations and incident response, and governance, risk, and compliance.

Successful completion of the course will prepare you for the CompTIA certification exam. The Security+ certification is a powerful credential to have in today's IT job market.

Cloud Essentials+

This course will provide an excellent introduction to cloud computing while also preparing you to take the CompTIA Cloud Essentials+ certification exam.

Topic covered in the course include essential cloud principles and cloud networking, cloud migration strategies, cloud connectivity and load balancing, cloud storage technologies, cloud design considerations, cloud security, and risk mitigation with cloud infrastructure.

The world of IT relies increasingly on cloud-based infrastructure. Having a solid grounding in this fast-evolving area of IT is essential for those who aspire to managerial roles in IT administration.

ELECTIVE COURSES *(choose one)*

- **Communication Skills for IT Specialists**
- **Project+**
- **Azure Fundamentals**
- **Server+**
- **Database Fundamentals**
- **Programming Fundamentals**

For details regarding professional exam certification, please speak with one of our Course Advisors.

To discuss your current skills and aspirations call:

0333 200 1310

or visit:
pitman-training.com

Guideline Learning Time

300 hours flexi study or 12 weeks full-time
(Full-time based on approx 20-30 hours a week)

Transforming Careers, Changing Lives.

Pitman Training diplomas are widely recognised by employers and a signal to recruiters that you have been trained to the highest level.

With your Pitman Training diploma you'll be able to demonstrate that you have the essential work-ready skills needed and have been trained by the very best.

- **Flexible training you can fit around work and family commitments**

- **Support whenever you need it from our friendly Learning Coaches**

- **The widely respected Pitman Training name on your CV**

- **The skills in demand by employers**

- **Confidence that you're one step closer to your dream job, promotion or new career**

PITMAN TRAINING

Building careers for 180 years