

Level II 634A Technical Support Agent

Total 120 Hours

Evaluation Structure:

Formative Assessment (Quizzes and Assignments) 75%

Final Assessment 25%

MTCU Code S0796.0 Computing Technologies

30 Hours

Quizzes: 4

Final Assessment: 1 exam

GENERAL LEARNING OUTCOME

Upon successful completion the apprentice is able to describe computing technologies as a foundation for supporting, servicing and troubleshooting computer systems.

LEARNING OUTCOMES

- 6.1.1 Identify the components of a computer system and how they interact.
- 6.1.2 Identify the key differences among computing platforms.
- 6.1.3 Explain the types and characteristics of storage media.
- 6.1.4 Identify the uses and characteristics of various types of software.
- 6.1.5 Explain how computers communicate with other devices over a network.
- 6.1.6 List common types of basic networking hardware.
- 6.1.7 Describe the purpose and use of how basic networking software operates.
- 6.1.8 List typical security risks in a modern networked computer system including wireless technology.
- 6.1.9 Describe best practices for password security.
- 6.1.10 Describe firewall technologies.

MTCU Code S0797.0

Desktop and Mobile Platforms

27 Hours

Quizzes: 4

Final Assessment: 1 exam

GENERAL LEARNING OUTCOME

Upon successful completion the apprentice is able to explain setup, configuration and upgrades to desktop and mobile hardware.

LEARNING OUTCOMES

7.1.1 Identify the configuration of computer components.

7.1.2 Explain the function of computer components.

7.1.3 Describe the function of communication ports and storage hardware.

7.1.4 Describe the difference between memory and hard disk storage.

7.1.5 Identify different types of mobile computing hardware.

7.1.6 Identify common hardware peripheral devices.

7.1.7 Describe the uses of common hardware peripheral devices.

7.1.8 Describe the hardware differences between desktops, notebooks and personal digital assistants (PDAs).

MTCU Code S0798.0

Operating Systems

18 Hours

Quizzes: 4

Final Assessment: 1 exam

GENERAL LEARNING OUTCOME

Upon successful completion the apprentice is able to describe procedures for the installation, configuration and maintenance of computer operating systems.

LEARNING OUTCOMES

8.1.1 Identify various operating systems.

8.1.2 Outline the uses and features of operating system software.

8.1.3 Describe the common core components of any operating system.

8.1.4 Describe procedures for basic system back-up and restoration of files.

8.1.5 Describe the installation and configuration procedures of operating systems.

8.1.6 Identify issues pertaining to maintaining and upgrading operating systems.

MTCU Code S0799.0

Software Applications

15 Hours

Quizzes: 4

Final Assessments: 1 exam

GENERAL LEARNING OUTCOME

Upon successful completion the apprentice is able to describe procedures for installation, configuration and maintenance of computer software applications.

LEARNING OUTCOMES

9.1.1 Explain basic features and operation of software applications.

9.1.2 Identify system requirements prior to installation of software.

9.1.3 Describe procedures for diagnostic testing of software using network and internet utilities.

9.1.4 Explain installation procedures of software applications.

MTCU Code S0800.0

Troubleshooting Techniques

30 Hours

Quizzes: 4

Final Assessment: 1 exam

GENERAL LEARNING OUTCOME

Upon successful completion the apprentice is able to identify and describe the causes and solutions of hardware and software failures.

LEARNING OUTCOMES

- 800.1.1 Explain the causes of common hardware and software failures.
- 800.1.2 Identify and isolate the probable cause of technical issues.
- 800.1.3 Decode and interpret error messages.
- 800.1.4 Describe how to use diagnostic software to test for errors.
- 800.1.5 Resolve customer technical issues using manuals and knowledge management systems.
- 800.1.6 Outline the procedures to confirm the resolution of hardware and software failures.
- 800.1.7 Identify preventative maintenance techniques for optimal performance of hardware and software technologies.