Technical Support Specialist
Core IT Pathway

nupaths
Cofounded by Harrisburg University

Technical support specialists are at the forefront of computer and technology operations. They troubleshoot software, fix operating system issues, rebuild computers, and perform general maintenance on computer devices. Technical support specialists work in corporate offices, or as independent consultants and business owners, or in big electronics stores (think Best Buy's Geek Squad).

With the field of computers and technology constantly changing and growing there will always be a need for technical support specialists.

5 Courses, 6 Certifications, 8 Credits	201 Hours
Foundations in Information Technology	**The Fundamentals of Productivity Software**
The Fundamentals of Communication Software	**Technical Support for the Modern Enterprise**
Business Skills Workshops	

6 Certifications*	CompTIA | Microsoft
CompTIA Tech+	Microsoft Office Specialist – Microsoft PowerPoint
CompTIA A+	Microsoft Office Specialist – Microsoft Excel
Microsoft Office Specialist – Microsoft Word	Microsoft Office Specialist – Microsoft Outlook

Project

Students work to resolve a series of lab-based technical issues with varying degrees of difficulty within an allotted time frame. On completion of lab activities, the student will document the various technical issue encountered, methodology followed and resolution steps taken to fix the problems.

Certificate of Completion	College Credits
Students who pass all the courses and pass at least 50% of the certification exams receive a **Certificate of Completion** that represents successful completion of the Technical Support Specialist program.	Whether or not you plan to continue your formal education immediately after completing a NuPaths' program, you'll earn college credits that you can apply toward a college degree. Students have the potential to earn up to **8 college credits** in the Technical Support Specialist program.

Course Descriptions

Foundations in Information Technology

The course focuses on the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. Students learn about configuring operating systems, file and folder management, networks and network configuration, and the role of the OSI model in networking and troubleshooting. A fundamental understanding of computer hardware, operating systems, computer application software, networking technologies and protocols, web browsers, identifying security risks, troubleshooting errors, and system maintenance is gained.   The course also includes an exploration of cutting-edge technologies such as cloud computing and virtualization.

The Fundamentals of Communication Software

Develop skills to format, design, and produce documents and presentations with Microsoft Word and PowerPoint.

The Fundamentals of Productivity Software

The skills needed to increase productivity with data management, scheduling, and email management in Microsoft Excel and Outlook are developed in this course.

Technical Support for the Modern Enterprise

Confidently handle the most challenging technical support issues across a variety of computer hardware and operating systems. The course covers the essential principles of installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, and preventative maintenance on desktop and laptop computers. Elements of the customer service and communication skills necessary to work with clients while providing technical support are also explored.

Business Skills Workshops

This course focuses on the business or "soft" skills that allow people to interact effectively and productively; skills like collaboration, communication, emotional intelligence, and time management.
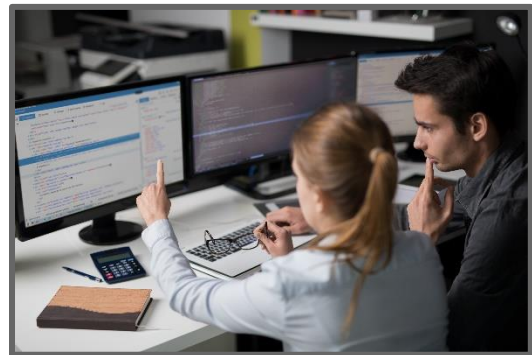
Technology Experience Gained

Operating systems . Anti-malware software . Productivity software . Browser software . Backup software Workstations . Wireless router/switch . Laptop . Printer . External storage . Mobile devices . Operating systems . Antivirus software . Virtualization software . Driver software . Windows laptop/Mac laptop/Linux laptop . Windows desktop/Mac desktop/Linux desktop . Monitors. Projectors . Access point . VoIP phone Surge suppressor . UPS . Microsoft Word . Microsoft PowerPoint . Microsoft Excel . Microsoft Outlook

*Third party certification providers give certification exams that must be successfully completed as per their requirements.