



**CROWDER
COLLEGE**

JOPLIN ADVANCED TRAINING
AND TECHNOLOGY CENTER

www.crowder.edu

INTRODUCTION TO INFORMATION TECHNOLOGY

These courses cover the fundamentals of computing and peripheral devices, and also provide an introduction to operating system concepts. Through labs, desktop learning tools, and extensive Internet based research, students develop critical thinking and complex problem-solving skills. They also address the software side of the computing device by focusing on the operating system, basic networking concepts, and PC security. The courses introduce selected additional concepts including troubleshooting methods, "help desk" or "call center" procedures, and ethical considerations in computer technology.

Upon completion of this program, clients will be prepared to sit for the CompTIA A+ exams of 220-1001 and 220-1002.

CompTIA A+ 220-1001: Hardware Troubleshooting

CompTIA A+ 220-1002: Software Troubleshooting

WHAT WOULD MY JOB BE LIKE?

- Repair broken computers and phones
- Manage computer networks
- Install software and computer updates



POTENTIAL CAREERS

Computer Repair Technician

Help Desk Technician

IT Support Specialist

CAREER PROGRAM SUMMARY

Program Pre-requisites: 18 years of age or older, HS diploma or equivalent, comfort and working knowledge of navigating online, the usage of a computer, and basic Microsoft Windows navigation skills.

Time to Complete: 8 weeks or 16 weeks.

Delivery Format: Online, self-paced

Tuition: \$1,999 per person (includes certification vouchers and book)

CONTACT TO REGISTER!

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