

Computer Support Specialist

INTRODUCTION

This course focuses on the key skills required to troubleshoot hardware and provide support and advice in a support capacity in a computer company or contact centre. Students will learn the essentials of hardware and networks in a local or cloud setting and how to resolve any security or other issue. Students participate in

- Guest lectures
- Site visits
- *Pitstop* Leadership Programme from Common Purpose for selected students

ENTRY REQUIREMENTS

Leaving Certificate with at least a pass grade in mathematics or relevant computer experience. For mature applicants experience will be considered in lieu of formal qualifications.

CERTIFICATION

QQI Level 5 Certificate in Computer Systems and Networks 5M0536

WORK PLACEMENT/EXPERIENCE

Students will undertake a block work placement of 2 weeks in the IT area.

EDUCATION PROGRESSION OPPORTUNITIES

See website for detail.

CAREER OPPORTUNITIES

On successful completion of a full award, the student will be well positioned to work in technical support and troubleshooting a range of hardware issues and problems, both local and in the cloud. All students can access the Jobs Advice Hub (see pg. 85). Graduates can subscribe to 'CCOC college jobs register' and CCOC LinkedIn alumni for up to date vacancies and networking.

COURSE CONTENT

Networking Essentials	5N2929
Computer Systems Hardware	5N0548
Operating Systems	5N2928
Maths for Information Technology	5N18396
Customer Service	5N0972
ICT Security Policy & Management	5N0583
Virtualisation Support	5N2434
Work Experience	5N1356

COURSE SPECIFIC CONTACT DETAILS

For further information email:
computing@ccoc.ie
(021) 4223834

Course fees outlined on
www.corkcollegeofcommerce.ie