

Computer Support Specialist

| 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 |
| Front Line Technical Skills | 6N2056 |
| <i>Students will be given the opportunity to sit the VMware Certified Associate - Digital Business Transformation (VCA-DBT) exam (optional)</i> | |
| Additional Training/Workshops | |
| Manual Handling Training and Certification | |
| Data Analytics | |

INTRODUCTION

This course focuses on the key skills required to troubleshoot and resolve technical, security and other issues in a computer company or contact centre. The student will learn how to upgrade hardware, how to build a LAN, and will use CISCO's Packet Tracer to track and resolve network issues, both locally and in the cloud. The student will also learn the key skills in effective communication with a customer. Classroom work will be complemented with relevant work placement, one day a week. Students participate in site visits.

ENTRY REQUIREMENTS

Leaving Certificate with at least a pass grade in mathematics or relevant computer experience. Mature students are exempt from Leaving Certificate requirement. All applicants are interviewed. An offer of a place on this course is contingent on the applicant meeting the entry requirements set out here and satisfactory presentation at interview.

CERTIFICATION

QQI Level 5 Certificate in Computer Systems and Networks 5M0536

WORK PLACEMENT/EXPERIENCE

Students undertake work placement one day per week in partnership with a number of nominated IT companies for the duration of the year. Students are assigned to one of the partnership companies for their placement.

EDUCATION PROGRESSION OPPORTUNITIES

CIT: IT Management (CR310), Software Development (CR106 and CR116) **UCC:** BIS (CK203), Computer Science (CK401), Psychology and Computing (CK121)

Special arrangements in place with CIT (CCPS), Tralee IT and Waterford IT for preferential entry for CCOC students. Up to 390 CAO points for any IT can be attained. Go to our progressions database at <https://corkcollegeofcommerce.ie/progressions/> for exact requirements on progressions for this course.

CAREER OPPORTUNITIES

On successful completion of a full award, the student will be well positioned to work in technical support, troubleshooting a range of hardware issues and problems, both local and in the cloud. All students can access the Jobs Advice Hub (see pg.87). Graduates can subscribe to 'CCOC college jobs register' and CCOC LinkedIn alumni for up to date vacancies and networking.

CONTACT DETAILS

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

Course fees outlined on
www.corkcollegeofcommerce.ie