

# 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

*Students will be given the opportunity to sit the VMware Certified Associate - Digital Business Transformation (VCA-DBT) exam (optional)*

### Additional Training/Workshops

Manual Handling Training and Certification

Data Analytics

## CONTACT DETAILS

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

Course fees outlined on  
**www.corkcollegeofcommerce.ie**

## 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 for the duration of the year. Students are required to source their own placement in a suitable IT related setting. .

## EDUCATION PROGRESSION OPPORTUNITIES

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

Special arrangements in place with CIT/MTU (CCPS), Tralee IT/MTU 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, both local and in the cloud.