

IT Support Technician Diploma with CompTIA

A role that combines a passion for IT, with diagnosis and problem solving skills



Get highly valued skills that are always in demand

IT Technicians hold one of the most important jobs for any company. It will be your role to keep computers and related systems running smoothly and efficiently.

You could be responsible for fielding telephone calls or responding to help-desk messages from individuals who are experiencing problems with their computers.

The role of IT Support Technician is vital within any businesses and with our Diploma your skills will be highly in demand. You'll be a valued member of the team, keeping computers running smoothly and precious data protected.

Is the diploma for me?

Our IT Support Technician Diploma is ideal if you're looking for a role within a company's IT department, retail computer store or if you want to carry out home repairs.

You'll learn how to install, repair, upgrade and maintain PCs and operating systems which will ensure you have the necessary skills to carry out an IT support role.

What will you get in return?

A Pitman Training Diploma is one of the most prestigious diplomas you can complete from one of the most highly regarded training organisations across the world.

Businesses throughout the UK recognise the Pitman Training name as a sign that you have been trained to the very highest level.

Prerequisite: Basic IT awareness would be preferred before starting this course. Speak to your course advisor for more information.



"I found the skills I learnt in this Diploma invaluable. I achieved my Diploma quickly and I'm happy to say I have not been out of work since."

Jason, IT Administrator

CompTIA



Get the Pitman Advantage™

Core Courses

A+ Certification Course

Learn to install, repair, upgrade, configure, optimise, troubleshoot, and perform preventative maintenance on personal computers and operating systems. Understand principles of implementing LANs and Internet access. The A+ Certification by CompTIA is an international and vendor-neutral certification that has been endorsed and recognised by industry computing manufacturers and organisations. This in-depth, self-paced training series teaches you how to work with Windows 7 including; installation, upgrade options, UAC configuration, and Homegroups.

Communication Skills for IT Specialists

The need for IT specialists who can effectively communicate with all types of users, as well as help organisations implement and manage their increasing technological requirements, continues to grow. The Communication Skills for IT Specialists course helps you communicate successfully while managing projects and people within the IT industry. You will learn all aspects of communication from understanding theory to conflict resolution and presentation styles, including scenarios that show how effective communication becomes a key advantage in today's IT environment.

Project Management Fundamentals

Good project management skills are always highly valued within a business as they ensure deadlines are met, costs are controlled and the deliverables are right first time. So with this course your skills will be highly in demand. Split into four highly engaging parts, the course takes you through the full life cycle of a project in terms of defining what it is, planning every aspect to ensure you deliver on quality, timescales and budget, before finally implementing and completing the project. The last part involves evaluating how the project went – ensuring you can learn from every project and refine your processes.

Elective Courses* (choose two)

MTA Database Administrator
Fundamentals

MTA Security Fundamentals

MTA Server Administration

MTA Networking Fundamentals



Guideline Learning Time

205 hours flexi study or 8 weeks full-time

(Full-time is based on approx 20-30 hours a week)

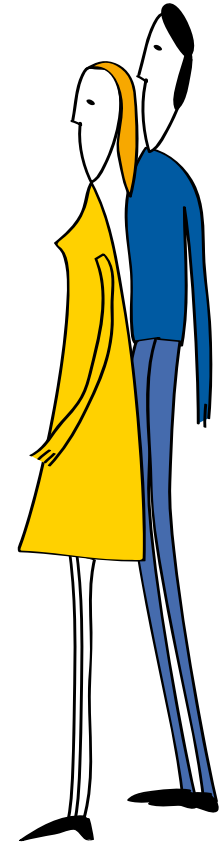
Other courses you may be interested in

Different IT Technical roles require specialist knowledge and this can determine which area you specialise in. Please talk to your Pitman Training Course Advisor for recommendations on choosing the right diploma.

Get the Pitman Advantage™

This prestigious Pitman Training Diploma is highly regarded by employers throughout the UK and signifies that you have been trained to the highest level. So if you're looking for a role that combines a passion for IT, with diagnosis and problem solving skills, our IT Support Technician Diploma is a great choice.

- Flexible training which fits around your work and family commitments
- Online support 24/7, plus additional support from Pitman Training course advisors
- The skills in demand by employers
- Confidence that you're one step closer to your dream job, promotion or new career



To discuss your current skills and aspirations for the future, please speak to one of our friendly advisors.

They can also provide complete details on the full range of Diplomas and Courses in this area.



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*Alternative choices are available. Please talk with your Course Advisor. Seminars are subject to availability at your local Pitman Training Centre.