

# IT Support



This 13-week course provides learners hands-on experience with enterprise-grade servers, routers, switches, and desktop IT technologies.

Learners will perform troubleshooting exercises with PC hardware, networking equipment, system administration, cloud technologies, and IT security concepts while preparing for the A+ certification test.



## Course Description

- ▶ Gain a solid understanding of IT support fundamentals, including hardware and software troubleshooting
- ▶ Develop skills to manage and configure IT systems across different platforms and devices
- ▶ Master troubleshooting techniques for hardware, software, networking, and security issues
- ▶ Platforms & softwares: ServiceNow, Microsoft Office 365, VirtualBox, Windows Server, Cisco IOS, Windows 10



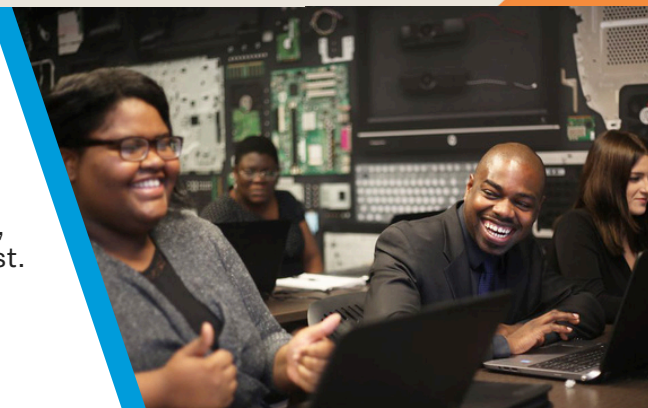
## Possible Job Roles

- ▶ IT Support Specialist
- ▶ Help Desk Technician
- ▶ Desktop Support Technician
- ▶ Field Service Technician
- ▶ Computer Repair Technician
- ▶ System Administrator Assistant
- ▶ Network Technician



## Become a Learner

- ▶ Complete Application at [perscholas.org/apply](https://perscholas.org/apply)
- ▶ Attend Admissions Overview & Pass Assessment(s)
- ▶ Participate in Behavioral Interview & Submit Pre-Work
- ▶ Accept Seat Offer & Complete Onboarding



**SCAN TO APPLY!**

UCI 1024

### COURSE DETAILS



**IN PERSON AND HYBRID TRAINING**



**13 WEEKS, MON - FRI, 9 AM - 4 PM**



**COMPTIA A+ CERTIFICATION, GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE**



**NO TECH EXPERIENCE REQUIRED**

*Per Scholas has really changed my life in so many ways. I would definitely recommend it to anyone.*

*There is no other school that can do as much for their learners as Per Scholas."*

**Amber Braaten**  
Per Scholas Alumna



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## No-Cost Tech Training

Receive hands-on learning and mentorship to prepare for the job, and industry-recognized certifications. All thanks to our generous donors.

## Career Coaches + Learner Support

In addition to Career Coaches supporting mock interviews, job search prep, and one-on-one coaching, learners have access to a dedicated Learner Support team of licensed social workers and financial coaches who provide confidential guidance, tools, and resources to support learners to achieve their goals.

## Continued Post-Training Resources

Join a network of 30,000 alumni and 850+ employer partners nationwide. As an alumnus, you'll gain exclusive access to career-specific learning plans, volunteer and mentorship opportunities, and a community committed to your professional growth.