



# Information Technology

## Learning Series

## Desktop Support Specialist

### Competency Goals:

- Identify the components of standard desktop personal computers.
- Identify fundamental components and functions of personal computer operating systems.
- Identify best practices followed by professional personal computer technicians.
- Install and configure computer components.
- Identify technical characteristics of system components.
- Maintain and troubleshoot peripheral components.
- Identify troubleshooting techniques for system components.
- Install and configure operating systems.
- Maintain and troubleshoot installations of Microsoft Windows.
- Identify network technologies.
- Support laptops and portable computing devices.
- Support printers.
- Identify personal computer security concepts.
- Install and configure system components.
- Troubleshoot system components.
- Maintain and troubleshoot installations of Microsoft Windows.
- Identify network technologies.
- Install and manage network connections.
- Support laptops and portable computing devices.
- Support printers.
- Identify personal computer security concepts.
- Support personal computer security.



### Sample Job Titles:

Computer Support Specialist, Helpdesk Support, Desktop Support, Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Network Technician, Computer Specialist, or other similar jobs.

**Tuition:** \$2,875.00



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