



2015 FACT SHEET FIELD OF STUDY: IT SUPPORT FACULTY OF INFORMATION TECHNOLOGY

PROGRAMME TITLE	SAQA ID	NQF	Credits
FET CERTIFICATE: TECHNICAL SUPPORT	78964	LEVEL 4	163

DESCRIPTION

The Further Education and Training Certificate in Information Technology: Technical Support is designed as an entry-level qualification in the field of Computer Science and Information Technology, specifically into the field of Systems Support. Learners completing this qualification will be able to understand computer industry concepts and be able to work in areas of IT with little technical complexity. Subject areas covered are hardware, software, electronics and network support on mainly (but not limited to) desktop and hand-held devices and local area networks.

CAREER FIELDS

Learners could pursue a career as a/an:

- *End User Support Technician*
- *IT Technician*
- *Network Technician*
- *Server Administrator*
- *LAN Administrator*

PROGRAMME OUTLINE

PC Technologies (A+ PREPARATION)

- Work with RAM, CPUs, motherboards, power supplies, and other PC components
- Install, partition, and format hard drives
- Install, upgrade, and troubleshoot Windows 2000, XP, Vista and Windows 7
- Troubleshooting PCs and implement security measures
- Install video and multimedia cards
- Work with portable PCs, PDA, smart-phones, and Wireless Network Technologies
- Printers, Managing Printers and connects to the Networks and Internet
- Understand safety and environmental issues
- Establish good communication skills and adhere to privacy policies

Fundamentals (Refer to CAT)

- English 1st language – Level 4
- South African 2nd language – Level 3
- Mathematical literacy – Level 4

E) INTRODUCTION TO SYSTEM ANALYSIS

- Define and analyse the problem
- Evaluate solutions
- Implement the solution
- Describe information systems analysis
- Explain different systems analysis techniques used in the industry
- Contribute to team problem solving
- Contribute to group and/or team functions

Network Technologies (N+ PREPARATION)

- Build a network with the OSI seven-layer model
- Configure network hardware, topologies, and cabling
- Connect multiple Ethernet components
- Configure wireless networks
- TCP/IP Applications
- Work with network protocols, including TCP/IP, DNS, SIP, and IMAP
- Configure IPv4 and IPv6 routing Protocols
- Shares and access network resources
- Interconnect network operating systems-Windows, Mac OS, UNIX/Linux
- Set up clients and servers for remote access
- Monitor and troubleshoot networks
- Secure network with firewalls, packets filtering, encryption, authentication, and other methods
- Virtualization
- Network Management
- Building a SOHO Network
- Network Troubleshooting

Workplace Learning

This programme includes a compulsory Workplace Learning component. Workplace learning provides important opportunities for professional and personal growth. It addresses specific competencies identified for the acquisition of the qualification, which relates to the development of skills that will make the learner employable and will assist in developing his/her personal skills.

