

Computer Information Systems

PC Pro

CompTIA A+



TestOut
PRO CERTIFICATIONS



Course Overview

PC Pro teaches students the essential skills required for entry-level IT positions. Students will learn a variety of skills ranging from computer hardware installation and troubleshooting, to helpdesk ticketing systems, file and system management, and networking and security.

Learning Objectives

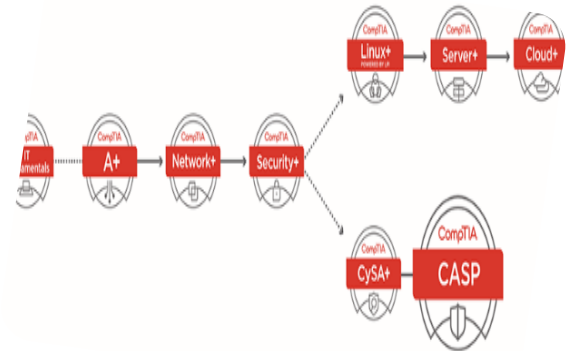
- Develop an understanding of hardware interoperability
- Install, configure, and troubleshoot Windows, Linux and MacOS operating systems
- Manage helpdesk tickets

Student Experience

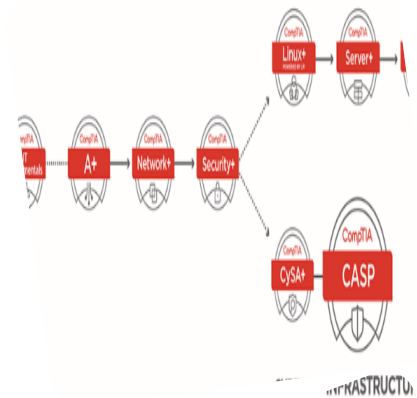
- Based on experience design, build, and deploy PCs per customer/employer requirements
- Utilize ticketing systems to report, manage, and resolve user issues
- Utilize operating systems such as Windows 11 and Kali Linux

Course Details

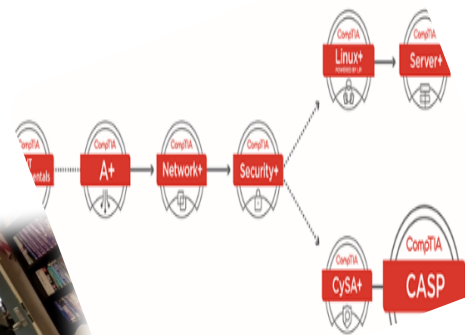
- 15 Units
- 111 Lab Simulations
- 20 Hands-on labs
- 7 Capstone Activities
- Other course materials and projects
- PC Pro Certification Exam
- Earn three (3) college credits



INFRASTRUCTURE PATHWAY SECURITY PATHWAY



INFRASTRUCTURE



INFRASTRUCTURE PATHWAY



Teacher: **Michael Eno, M.Ed.**

meno@pinkertonacademy.org

TestOut

Pro Certified

Students will complete 128 virtual lab simulations, 15 unit exams, 7 capstones and pass the **PC Pro** performance based certification using the CompTIA A+ 1101 (Core 1) and 1102 (Core2) learning objectives. Other course materials, hands-on labs, and projects are used in addition to TestOut courseware. Total time **140** hours.

Three (3) credit - Great Bay Community College - IST 113 IT Essentials: Hardware and Software

TestOut PC Pro Exam Learning Objectives

Upon completion of this course, students will be able to:

- Design and build computers
- Create, Resolve, and Close Helpdesk Tickets
- Troubleshoot a Malfunctioning Computer
- Create a Home Office Network
- Manage Mobile Devices
- Create Virtual Machines and Hard Disks
- Configure Remote Services

