

Technology Support Professional (TSP)

Certificate Full-time School of Computing and Academic Studies

Overview

Are you looking to upskill quickly for a career switch, re-enter the workforce, or work in IT? The BCIT Technology Support Professional certificate program offers job-ready skills in just ten months.

Delivery: blended and online options. [See details](#).

The Technology Support Professional (TSP) hands-on program provides a solid foundation of Information Technology (IT) skills needed for tech support positions today, preparing you to join the workforce immediately. It is ideal for those who do not have previous education or background in computing.

In addition to core technical training, you will also:

- Participate in mock interviews
- Gain skills in writing a competitive resume
- Create a professional LinkedIn profile highlighting your new IT skills
- Enhance competencies such as self-care, time management, communication and teamwork

[A day in the life of a BCIT Technology Support Professional \(TSP\).](#)

[1]

About the program

- Work through this intensive, hands-on 40-week full-time program with your cohort, sharing your experience and expertise, and building a professional network that will last long after you graduate
- Full-time (Mon, Tue, Thu, Fri, 9:00 until 4:00 pm) certificate program
- Offered entirely online or [blended](#) [2] if you prefer to be partly at [Downtown campus](#) [3]
- Class is live-streamed from a state-of-the-art broadcast room, adjacent to the new [Tech Collider space](#) [4].
- 1 intake: September
- 7 weeks full-time work term in industry, if eligible
- Tuition includes a laptop, ebooks, and up to 4 exam vouchers for optional certifications
- Excellent job placement rate upon graduation

See the [Program Details](#) [5] to learn more about what to expect from TSP, and how to prepare for a career in IT.

Who should complete the TSP Certificate?

This program might be for you if you:

- Already have a credential, but are ready to start a new career in Information Technology
- Are looking to quickly earn the skills to start a career in IT
- Enjoy critical thinking, troubleshooting, and problem-solving, which are core skills for an IT career
- Enjoy working with people in an office or remotely
- Are seeking a supportive, hands-on educational experience studying in Canada

If any of these sound like you, please check the [Entrance Requirements](#) [6] to ensure you can apply and start your new IT career path!

What Technology Support Professionals grads can do

By earning your BCIT Certificate, you'll be honing your computing, organizational, and communication skills to prepare for various positions in IT.

With seven weeks of work experience under your belt, you'll have a significant advantage during your job search.

Find out more about the program by checking out some of our grad stories:

- Kansas Mackenzie shares [7 tips to succeed at TSP \[7\]](#)
- Quan Nguyen reflects on his [inspiring – and successful – journey \[8\]](#)
- Sean Ellis & Jenny Wong praise the [hands-on experience \[9\]](#) that TSP provides
- Shajimon Prabhakaran decided to [change careers \[10\]](#) after a workplace injury

Or read the interview with Program Head Orrett Morgan about the [blended model \[11\]](#) that offers you more flexibility.

Learn more about the opportunities on the [Graduating and Jobs \[12\]](#) page.

[BCIT Technology Support Professional TSP Certificate program \[13\]](#)

Entrance Requirements

Application processing

Intake	Delivery	Applicants	Applications Open
September	Blended	Domestic and International	October 1st*
September	Online	International only	October 1st*

*or next business day

Entrance requirements

Applicants must meet the following entrance requirement and will be accepted on a first-qualified basis as long as space remains:

- **English language proficiency:** [Category 3 \[14\]](#) – English Studies 12 (50%) or equivalent

[Read more about how to meet BCIT's entrance requirements \[15\]](#)

International applicants

The blended delivery option is available to international applicants. A valid [study permit \[16\]](#) is required prior to starting the program.

Students enrolled in this program must complete the mandatory work component to qualify for graduation. A co-op work permit is required prior to starting the work component in Canada.

The online delivery option is available to international applicants who will complete the program from outside Canada or who currently have a [valid status in Canada \[17\]](#), other than study permit. International students completing the program fully online are not eligible for a study permit.

Apply to program

- Include proof of meeting all entrance requirements.
- Convert all transcripts and supporting documents to [PDF files \[18\]](#).
- Have a credit card ready to pay the application fee.
- **Intake options:**
 - Domestic applicants can only select the blended delivery option.
 - International applicants can choose between the online delivery or blended delivery option.

[Learn more about how to apply \[20\]](#)

Scheduled Intakes

Blended and online intakes are offered in September each year.

Please see the program [overview \[21\]](#) for precise dates.

Costs & Supplies

Learn about [BCIT entrance awards \[22\]](#), including support for [Indigenous students \[23\]](#) entering computing programs.

Tuition fees

Use our [tuition estimator \[24\]](#) to find tuition and fees for this program.

For more information on full-time tuition and fees, visit:

- [Full-Time Studies Tuition & Fees \[25\]](#)
- [International Tuition & Fees \[26\]](#)

Books & supplies

Tuition fees include digital books and tablet, supplies, and vendor exam vouchers.

Financial assistance

Financial assistance may be available for this program. For more information, please contact [Student Financial Aid and Awards \[27\]](#).

Refund policy

- If notice is submitted in writing and received by the Program Coordinator **at least** 12 working days prior to the first day of classes, all tuition fees paid (less the commitment fee) will be refunded to the student.
- If notice is submitted in writing and received by the Program Coordinator by 4:00 pm on the second day of class, all fees paid (less the commitment and penalty fee) will be refunded to the student.
- There will be no refund of fees issued after the second day of class.
- Withdrawal for medical reasons, possible partial refund with doctor's medical note.

Courses

Class hours

9:00 am to 4:00 pm, Monday - Friday (excluding statutory holidays)

Program matrix

Required Courses:		Credits
TSPP 1010	Network Fundamentals	5.5
TSPP 1020	Network Operations/Security	5.5
TSPP 1030	Operating System (OS) Fundamentals for Admins	5.0
TSPP 1040	Linux Troubleshooting Project	4.0
TSPP 1060	IT Career Readiness	1.5
TSPP 2015	Windows/Linux Server Administration	7.0
TSPP 2025	Advanced Server Administration	4.0
TSPP 2035	Datacenter Administration and Automation	2.0
TSPP 2045	Microsoft 365 Administration	1.5
TSPP 2055	Capstone Project	4.0
TSPP 3010	Work Term	10.0
Total Credits:		50.0

Transfer credit

Do you have credits from another BC/Yukon post-secondary school? Do you want to know if they transfer to courses here at BCIT? Check out BCIT's [Transfer Equivalency Database \[39\]](#) to find out.

Program Details

Accepting applications for the September 2023 intake starting October 1, 2022.

[Technology Support Professional \(TSP\) – Introduction \[40\]](#)

What will you learn?

The TSP program provides a solid foundation of IT skills on which students can build. Our program is taught in a multi-platform environment with qualified instructors. By the end of the program, students will be able to:

- Install and configure multiple operating systems such as Windows, Windows Server, and Linux
- Configure machines in a virtual environment
- Create routed network environments
- Demonstrate understanding of core network concepts (OSI Model, IPv4, DHCP, Routing, File/Print services, Email)
- Describe current computing concepts (Cloud computing, Storage Area Networks, Virtualization)
- Create a professional resume, and use interview skills to qualify for IT support positions

Work Term

Part of the program is a seven-week industry work term to give you the opportunity to get real industry experience, just as you're about to graduate. We have relationships with local businesses interested in working with you. Please note that work terms are not guaranteed but earned when you're eligible to participate in the work term process.

Program length

40 weeks, full-time

Program delivery

This program offers intakes in the following delivery modes:

- Blended: The intake includes an intensive classroom component augmented by labs, team projects, and assignment as well as online instruction.
- Online: The intake is delivered fully online.

Program location

This program is taught through a combination of online and classroom instruction, with the classroom instruction held at the Downtown Campus.

[BCIT Downtown Campus \[41\]](#)

555 Seymour Street
Vancouver, BC

[Distance and online learning \[42\]](#)

Graduating & Jobs

Job opportunities

Graduates find careers in a variety of industries including business, finance, government, health, information technology, telecommunications and service.

Depending on previous academic and work experience, career paths for graduates may include but are not limited to user support specialist, junior network administrator, helpdesk support, user support analyst and technical support analyst.

[Read about \[43\]](#) two Technology Support Professional grads who benefited from a solid foundation of IT skills, or [follow Quan Nguyen's inspiring career journey \[44\]](#).

Graduate outcome survey highlights

95% of graduates were very satisfied or satisfied with their education

95% of graduates find a program-related job within six months

89% rated quality of instruction as very good or good

89% rated TSP as useful in getting their job

Career services

Your ultimate goal is to find a TSP-related job once you graduate. We support you with:

- Resume writing skills
- LinkedIn profile tips
- Mock technical interview training
- Access to BCIT Student Association (BCITSA) Career Specialists
- BCITSA Industry Days job fairs
- Specialized workshops, employer showcases, and individual support and guidance and more. [Check out BCITSA's services \[45\]](#).

Graduate employment outcomes

The BCIT student outcomes report presents summary findings from the annual survey of former students administered by BC Stats one to two years after graduation. These reports combine the last three years of available results for the 2021-2023 BCIT Outcomes Surveys of 2020-2022 graduates and for Degree 2019-2021 graduates. The reports are organized into three-page summaries containing information on graduates' labour market experiences and opinions regarding their education. More detailed information can be accessed at the [BC Student Outcomes \[46\]](#) website.

To view these results, you may need to have the [Adobe Acrobat Reader \[47\]](#) installed in your Web browser.

- [Technology Support Professional \(TSP\) \[48\]](#)

Faculty, Advisors & Staff

Faculty

Orrett Morgan, TSP Program Head

Rajen Deol, TSP Faculty

Staff

[Bal Lidhar](#), Program Coordinator

Advisory committee

BCIT is well-respected by employers for its ties to industry. In Computing, this connection is formalized through a [Program Advisory Committee \(PAC\) \[49\]](#), comprised of experts in a range of roles from a cross-section of companies. While PAC membership varies, representatives typically come from tech giants like Microsoft and Amazon, government and public infrastructure organizations, software companies, gaming and entertainment, and more.

Contact Us

If you have any questions about this program, please send us an [email](#).

You can also use the form below to make contact with our department, or other applicable departments at BCIT.

[Campus info, map, and directions \[50\]](#)

Programs and courses are subject to change without notice.

List of links found on this page

This list includes all links found on this page for your reference.

- [1] <https://www.youtube.com/watch?v=vVBxcTpv1KA>
- [2] <https://commons.bcit.ca/news/2018/04/flexible-upskilling-tech-sector-renewed-technology-support-professional-program/>
- [3] <https://www.bcit.ca/about/visit/campuses-directions/downtown/>
- [4] <https://www.youtube.com/watch?v=SamPk5FqDUI>
- [5] <https://www.bcit.ca/programs/technology-support-professional-tsp-certificate-full-time-7110cert/#details>
- [6] <https://www.bcit.ca/programs/technology-support-professional-tsp-certificate-full-time-7110cert/#entry>
- [7] <https://commons.bcit.ca/news/2022/04/technology-support-professional-alumna-7-tips-to-start-an-it-career-within-10-months/>
- [8] <https://commons.bcit.ca/news/2020/04/from-student-to-subject-matter-expert-how-tsp-led-quan-nguyen-to-an-exciting-career-in-technology/>
- [9] <https://commons.bcit.ca/news/2019/01/practical-and-hands-on-skills-how-two-technology-support-professional-grads-benefited-from-a-solid-foundation-of-it-skills/>
- [10] <https://commons.bcit.ca/news/2021/02/technology-support-professional-grads-a-solid-it-foundation/>
- [11] <https://commons.bcit.ca/news/2018/04/flexible-upskilling-tech-sector-renewed-technology-support-professional-program/>
- [12] <https://www.bcit.ca/programs/technology-support-professional-tsp-certificate-full-time-7110cert/#graduating>
- [13] <https://youtu.be/091zASaDC4U>
- [14] <https://www.bcit.ca/admission/entrance-requirements/english-language-proficiency/#category3>
- [15] <https://www.bcit.ca/admission/entrance-requirements/>
- [16] <https://www.bcit.ca/international-students/permits-visas-status/study-permits/>
- [17] <https://www.bcit.ca/international-students/permits-visas-status/status-in-canada/>
- [18] <https://www.bcit.ca/admission/how-to-apply/submitting-transcripts-supporting-documents/#documents>
- [19] <https://apply.educationplannerbc.ca/bcit>
- [20] <https://www.bcit.ca/admission/how-to-apply/>
- [21] <https://www.bcit.ca/programs/technology-support-professional-tsp-certificate-full-time-7110cert/>
- [22] <https://www.bcit.ca/financial-aid/awards-scholarships-bursaries/entrance-awards/>
- [23] <https://www.bcit.ca/computing-academic-studies/computing/indigenous-student-support/>
- [24] <https://www.bcit.ca/admission/tuition-fees/estimator/?ref=catalogue>
- [25] <https://www.bcit.ca/admission/tuition-fees/full-time-studies/>
- [26] <https://www.bcit.ca/admission/tuition-fees/international-fees/#fulltimetech>
- [27] <https://www.bcit.ca/financial-aid/>
- [28] <https://www.bcit.ca/outlines/tspp1010/>
- [29] <https://www.bcit.ca/outlines/tspp1020/>
- [30] <https://www.bcit.ca/outlines/tspp1030/>
- [31] <https://www.bcit.ca/outlines/tspp1040/>
- [32] <https://www.bcit.ca/outlines/tspp1060/>
- [33] <https://www.bcit.ca/outlines/tspp2015/>
- [34] <https://www.bcit.ca/outlines/tspp2025/>
- [35] <https://www.bcit.ca/outlines/tspp2035/>
- [36] <https://www.bcit.ca/outlines/tspp2045/>
- [37] <https://www.bcit.ca/outlines/tspp2055/>
- [38] <https://www.bcit.ca/outlines/tspp3010/>
- [39] <https://www.bcit.ca/admission/entrance-requirements/transfer-credit/>

- [40] <https://youtu.be/FcPv6t75x6Y>
- [41] <https://www.bcit.ca/about/visit/campuses-directions/downtown/>
- [42] <https://www.bcit.ca/flexible-learning/distance-online-learning/>
- [43] <https://commons.bcit.ca/news/2019/01/practical-and-hands-on-skills-how-two-technology-support-professional-grads-benefited-from-a-solid-foundation-of-it-skills/>
- [44] <https://commons.bcit.ca/news/2020/04/from-student-to-subject-matter-expert-how-tsp-led-quan-nguyen-to-an-exciting-career-in-technology/>
- [45] <https://www.bcitsa.ca/careerservices/>
- [46] https://bcstats.shinyapps.io/so_data_viewer/
- [47] <https://get.adobe.com/reader/>
- [48] <https://www.bcit.ca/files/ir/gp/7110cert.pdf>
- [49] <https://commons.bcit.ca/news/2020/02/fariba-pacheleh/>
- [50] <https://www.bcit.ca/about/visit/campuses-directions/downtown/>
- [51] <https://www.bcit.ca/international-students/>
- [52] <https://www.bcit.ca/financial-aid/>
- [53] <https://secure.bcit.ca/sis/apply/>