Network Systems Administrator/Analyst

A+, MCP, MCSA 2003, CCNA, Business Mgmt.

National Aboriginal IT Skills Development Program

Career opportunities continue to grow for Information Technology (IT) professionals with the skills to help organizations maintain and expand their corporate networks. TeKnoWave's Five Pillars of Career and Community Development programs are the first national Aboriginal community-based technology training program in Canada and are designed in collaboration with hiring organizations and Aboriginal community participation. Willis College, the TeKnoWave Inc. partner, will lead the coordination of this national training.

Related Jobs: Network or Systems Administrator; Technical Support Specialist; Network Operations Analyst; Network Technician; Information Systems Administrator.

Successful TeKnoWave Graduates Receive

1. **Willis College IT Diploma -** measures graduates IT skills knowledge & job readiness
2. **University of Winnipeg Management Studies Certificate -** provides essential workplace, communications & business skills
3. **Over Twenty (20 +) Transferable University Degree Credits -** encourages graduates to embrace lifelong learning
4. **Industry Certification, such as A+, Microsoft, Sun, Cisco -** verifies that graduates have the knowledge required for jobs
5. **Community Internship Program's Practical Experience -** provides graduates a portfolio of IT applications and references

Program Includes the Following (Value-Added Student Benefits)

- All Textbooks and Materials (We use Official Curriculum instead of "Approved" Courseware)
- Industry Certification Exam Vouchers
- Career Development Seminars
- Entrepreneurship Development Seminars
- Aboriginal Leadership & Cultural Seminars
- Ottawa Campus Provides: Personal Email Account, Free Web Space and Back-up File Storage
- Computer Labs Available
- Free Job Placement Services for all Graduates
- Graduation Gala Ticket
- Refresher Courses Upon Availability
- High Academic Standards

For more information, contact the campus of your choice

Ottawa Campus
Tall Free: 1- 877- 233-1128

Ogwehoweh Campus
Tall Free: 1-866-827-5912

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Network Systems Administrator/Analyst
One Year Diploma Program

➢ **NET101 Computer Fundamentals & DOS** ♦ Software Operating Systems and Applications ♦ Computer Files & Data Storage, Computer Architecture ♦ Introduction to Microsoft Windows 98, XP ♦ Disk Operating System ♦ File System, Commands, Scripts	**3 Weeks**
➢ **NET102 Preparation for A+ Certification** **Core Certification Exam** ❑ **Computer Hardware** ♦ Motherboard/Processors/Memory ♦ Components: Configuring, Installation and Upgrading ♦ Diagnosis and Troubleshooting, Repair of Computer Systems ♦ Printers, Portable Systems, Basic Networking, Safety ♦ Initiating Preventive Maintenance, Customer Satisfaction ♦ Multi-platform Memory Sub-system Management Techniques **Operating Systems Certification Exam** ❑ **Windows 98** ♦ Function, Structure, Operation, and File Management ♦ Installation, Configuration and Upgrading ♦ Diagnosing and Troubleshooting, Networks ❑ **Windows NT/2000** ♦ Function, Structure, Operation, and File Management ♦ Installation, Configuration and Upgrading ♦ Diagnosing and Troubleshooting, Networks	**8 Weeks** **CompTIA A+ Exams** **220-301 Linear A+ Core Hardware** **220-302 Linear A+ OS Technologies**
➢ **NET201 Windows 2000 Network & Operating System Essentials** ♦ Introduction to Windows 2000 and Networking ♦ Administration of a Windows 2000 Network ♦ Security in a Windows 2000 Network ♦ Examining the Network and TCP/IP	**2 Weeks** *Microsoft Official Curriculum Course #: 2151*
➢ **NET202 Installing, Configuring, and Administering Windows XP Professional** ♦ Installing Windows XP Professional ♦ Implementing and Conducting Administration of Resources ♦ Implementing, Managing, Monitoring, and Troubleshooting Hardware Devices and Drivers ♦ Monitoring and Optimizing System Performance and Reliability ♦ Configuring and Troubleshooting the Desktop Environment ♦ Implementing, Managing, and Troubleshooting Network Protocols and Services ♦ Configuring, Managing, and Troubleshooting Security	**4 Weeks** **MS Exam** *70-270: Installing, Configuring, and Administering Microsoft Windows XP Professional* *Microsoft Official Curriculum Course #: 2272*

➤ **NET203 Managing and Maintaining a MS Windows Server 2003 Environment** ♦ Managing and Maintaining Physical and Logical Devices ♦ Managing Users, Computers, and Groups ♦ Managing and Maintaining Access to Resources ♦ Managing and Maintaining a Server Environment ♦ Managing and Implementing Disaster Recovery	**4 Weeks** **MS Exam** *70-290:* *Managing and Maintaining a Microsoft Windows Server 2003 Environment* ***Microsoft Official Curriculum Course #: 2274/2275***
➤ **NET204 Implementing, Managing and Maintaining Windows Server 2003 Network Infrastructure** ♦ Implementing, Managing, and Maintaining IP Addressing ♦ Implementing, Managing, and Maintaining Name Resolution ♦ Implementing, Managing, and Maintaining Network Security ♦ Implementing, Managing, and Maintaining Routing and Remote Access ♦ Maintaining a Network Infrastructure	**4 Weeks** **MS Exam** *70-291:* *Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure* ***Microsoft Official Curriculum Course #: 2276/2277***
➤ **NET204A Exam Prep and Business Simulation** ♦ During this time, students will practice their skills by doing labs, scenarios to reinforce their learning, business simulations and practice exams which lead to certific ation.	**1 Week**
➤ **NET208 Deploying and Managing Microsoft Internet Security and Acceleration Server 2000 (ISA)** ♦ Installation, Configuration, and Troubleshooting ♦ Basic Architecture of ISA ♦ Upgrading from Proxy 2.0, ISA Services ♦ Controlling Internet Access, Monitoring Security & Usage	**2 Weeks** **MS Exam** *70-227:* *Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition* ***Microsoft Official Curriculum Course #: 2159***
➤ **NET209 Solaris Unix Administration** ♦ Unix and Solaris Overview ♦ Introduction and Configuration of CDE ♦ System Access and Security, Process and Print Management ♦ Device and Disk Management, File System & Boot Management ♦ Shell Scripting, Software Installation and Management	**3 Weeks**
➤ **NET210 Microsoft Exchange Server 2003 Administration** ♦ Concepts Electronic Messaging ♦ Installation, Configuration and Optimization ♦ Messaging Clients ♦ Creating and Managing Recipients ♦ Mail Protocols & Server to Server Connectivity ♦ Recovery, Diagnosis and Troubleshooting	**2 Weeks**

➢ **NET 302 - Cisco Certified Network Associate (CCNA)** ♦ Basic Network Design and Troubleshooting ♦ Routed and Routing Protocols, Router Configurations ♦ LAN Switching Theory and Virtual LANs (VLANs), Novell IPX ♦ WAN Theory and Design & Technology, PPP, Frame Relay, and ISDN	**2 Weeks** *CISCO Exam* *640-801*

University Level Business Management Studies

Employers in today's job market are looking for employees with w**orkplace skills** and **an understanding of today's business environment**. The following modules will allow students to:

♦ Improve English Communication skills
♦ Acquire essential workplace skills: team building, project mgmt & efficiency
♦ Learn how Canadian business operates
♦ Be better positioned in the job market

➢ **Management I: Canadian Business Fundamentals** ♦ The Canadian business environment, administrative/organization theory ♦ Formal and Informal organizational structure ♦ Leadership and its role in an organization, organizational change	**1 Week**
➢ **Management II: Organizational Behaviour** ♦ Managers - roles, activities, agendas for action and thought processes ♦ Interpersonal factors, personality, workgroup factors ♦ Basic biases, perception, organizational behaviour modification	**1 Week**
➢ **Effective Oral Communication** ♦ Principles of effective Oral Communication, effective delivery ♦ Critical listening skills, video and media, group interaction	**2 Week**
➢ **Effective Written Communication** ♦ Effective writing techniques, English grammar & punctuation, editing ♦ Memorandums, letters, reports, news releases, and agendas	**1 Week**
➢ **Principles of Human Resource Management** ♦ HR role in business, challenges, legal issues ♦ Managing the structure and flow of work, compensation, benefits ♦ Employee performance appraisal, recruitment, employee relations	**1 Week**
➢ **Project Management** ♦ Project life cycle, Project managers role and responsibilities ♦ Management styles, team management, requirements definition ♦ Scheduling, budgeting, resources, risk analysis, quality control ♦ Project 2002 - Gantt charts, critical path, major project	**2 Weeks**
➢ **Executive Edge Seminars** ♦ Learning Techniques ♦ Managing Your Priorities ♦ Strategic Planning ♦ Team Building ♦ Leadership	**1 Week**

Community Internship Program (CIP)	
As a mandatory four week unpaid component of the program of study, all TeKnoWave students are required to complete an IT or business application that provides practical benefit to a local community, or socially responsible agency while building students confidence and pride. Students work in supervised teams. This community internship ensures that students gain critical practical experience and provides benefits to the participating organization.	**4 Weeks**
Career Development Seminars These seminars are designed to assist TeKnoWave students enter the job market. There are two main themes: 1 - Finding a job and 2 - Workplace environment.	

➢ **Self-Assessment and IT Job Market** ♦ How to determine most suitable type of job in Information Technology ♦ IT Job Categories and expectations ♦ Self-Assessment ➢ **Resume Writing and Electronic Cover Letters** ♦ Resume styles and letters – purpose to get an interview ♦ Fine-tuning resume for the job ➢ **Interviewing** ♦ Types of Interviews – Telephone, Group, Traditional, Situational, etc. ♦ How to answer tough questions ➢ **Interview Practical** ♦ Students participate in mock interviews ➢ **Job Hunting Techniques** ♦ How people are hired ♦ Networking, using contacts, postings, etc. ♦ The Internet, Job Banks ➢ **Job Realities** ♦ On the job responsibilities, relationship with supervisor ♦ Teamwork and working with others ♦ How to deal with problems, clients ➢ **Entrepreneurship** ♦ How to start a business, types of business, getting incorporated ♦ Business plan, marketing your business, being unique ♦ Finances: bookkeeping, budgeting, payroll.	**6 Seminars and Individual Counseling**

Aboriginal Heritage, Leadership and Entrepreneurship

The local community in which the TeKnoWave program is being delivered will determine session content. Elders and community leaders will be invited to share experience and offer advice. Local cultural awareness and support systems will be included. Seminars also will be conducted on how to start a business, types of business, getting incorporated, business plan and marketing your business.	**Seminars** Scheduled throughout program

Preparation for Microsoft & A+ Certification Exams

For TeKnoWave students' convenience, Willis College – Ottawa's first VUE Authorized Testing Center in the Ottawa/Hull area, offers Virtual University Enterprises (VUE) testing capabilities. VUE administers all Microsoft Certified Professional exams. Three **(3)** vouchers for A+ Certification exams, Six **(6)** Microsoft (MCP) vouchers and One **(1)** Cisco CCNA certification voucher are included and available for you to use at the College.	

| **Classes:**

8:30 am to 4:30 pm Monday to Friday | **Holidays:**
♦ 2 Weeks at Christmas
♦ 1 Week in March
♦ 1 Week in Summer
♦ Plus All Statutory |

Join The Wave - Our quality education, a friendly atmosphere, and a variety of Indigenous social and cultural activities make TeKnoWave the perfect place to study and develop life-long friendships.

NOTE: *In order to continuously improve our programs, TeKnoWave Inc. reserves the right to modify programs at any time.*