Computer Installation and Repair:

* **Comprehend basic hardware principles, methods, and**

**procedures in order to set up and troubleshoot system**

* **Comprehend basic system hardware principles, methods, and procedures in order to set up and**

**troubleshoot systems**

* **Understand software application concepts and utilization in order to enhance customer service**
* **Comprehend and utilize computer operating systems in order to repair and maintain a system**
* **Comprehend basic maintenance principles, methods, and procedures to prevent system failure**
* **Understand basic troubleshooting methods, procedures, and techniques to troubleshoot and repair a system**
* **Understand customer service concepts and practices to effectively communicate with customers**
* **Comprehend methods used to locate and utilize support resources in order to find solutions to problems**
* **Understand basic network concepts to interconnect systems**
* **Comprehend network principles and procedures to repair and maintain the networked system**

**Computer Systems and Networking:**

* **Understand the basic concepts of PC computer assembly, troubleshooting and repair in order to effectively troubleshoot and repair equipment in a timely manner.**
* **Understand the basic concepts of network construction in order to design, build and connect hardware to allow people to communicate securely in a timely fashion**
* **Understand the basic concepts of operating a network infrastructure in order to select the proper network protocols to build a secure network.**
* **Understand communication concepts and techniques in order to provide quality customer/client service**

**Computer Programming:**

* **Understand the basic principles of computer program development in order to create a foundation on which to base more complex software design.**
* **Understand the fundamentals of programming languages that are critical to the creation of methods and the concept of structured programming**
* **Understand event handling and user interaction in order to understand data flow and control**
* **Understand the basic common algorithms of computer science to show how they affect ways to solve mathematical or programming problems**
* **Understand the basic concepts of computer networks and security to reinforce knowledge of ethical computing.**