



Τεχνικός Πληροφορικής COMPTIA A+

This course is intended for Desktop support specialists, Help desk technicians, Field service technicians, IT support technicians and Printer support specialists who wish to gain in depth knowledge on how to support hardware and software, provide solutions to customers experiencing erroneous behaviour from their machines and Oss. It also prepares for the COMPTIA a+ exam



CODE: COMPTIA+



DURATION: 60 hours



START DATE: 28/06/2023



AUDIENCE PROFILE:

Help desk technicians, Field service technicians, IT support technicians and Printer support specialists and anyone who wishes to start a career as a Computer Technician



PREREQUISITES FOR PARTICIPATION:

-



TRAINING LANGUAGE:

Greek or English



TRAINING MATERIALS:

Step by Step training materials in the English Language



METHODOLOGY:

Lecture, discussion, demonstration and practice.



COURSE OBJECTIVES:

Upon completion the candidates should gain knowledge and skills on

- PC hardware components and their functions
- Networking cables, ports and protocols
- Inkjet and laser printer technology
- Troubleshooting physical PC issues
- Installing and configuring Microsoft Windows operating systems
- Setting up Windows networking
- Physical and software-based computer security
- Mobile devices like smartphones and tablets

Contact us

 **77 77 72 52**

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Fax: +22466635, email: enquiries@editc.com
Visit our web site at www.editc.eu



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VENUE: HYBRID DELIVERY

Live online and Classroom
EDITC & MMC Conference Center, 16 Imvrou Street,
1055 Nicosia



DATES & TIMES:

Wednesday, 28/06/2023 8:15 - 16:15
Friday, 30/06/2023 8:15 - 16:15
Wednesday, 05/07/2023 8:15 - 16:15
Friday, 07/07/2023 8:15 - 16:15
Wednesday, 12/07/2023 8:15 - 16:15
Friday, 14/07/2023 8:15 - 16:15
Wednesday, 19/07/2023 8:15 - 16:15
Friday, 21/07/2023 8:15 - 16:15
Wednesday, 26/07/2023 8:15-11:30



PARICIPATION COST:

The cost includes the course notes and certificate.
In the event of classroom led training, coffee, snacks
and lunch (only for full day courses) are offered compli-
mentary.

Participation Cost

- Total Cost: €1350
- HRDA Subsidy: €1020
- Net Cost: €330

For Unemployed

- Please contact us

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COURSE TOPICS

Unit 1 Installing Personal Computer Components

Microprocessors

- Intel Core i3, i5, i7
- AMD Athlon, Phenom
- Clock circuits
- Cache memory
- 32 bit vs. 64 bit

Identifying motherboard components

- CPU and Chipset
- CMOS RAM
- Flash BIOS ROM, UEFI
- Memory slots: DIMM, SODIMM
- Integrated I/O connectors

The power supply and display

- Testing power supplies
- Power supply connectors SATA, Molex
- Display types: LCD, Plasma, OLED

Installing and expanding memory

- RAM device types: SDRAM, DDR/DDR2/DDR3
- Packaging formats: DIMM, SODIMM
- Error checking: parity, nonparity, ECC
- Dual-channel, Triple-channel

PC connection interfaces and custom PC configurations

- Serial interfaces
- Network interface cards
- USB 2.0, 3.0
- IEEE 1394/Firewire, Thunderbolt
- Graphic workstations, Virtualization workstations

Data storage systems

- Hard drive types: SATA, eSATA
- Partitioning and formatting hard disks
- Creating RAID Arrays
- SSD and optical drives

Troubleshooting strategies for PCs

- Initial troubleshooting steps
- CMOS setup configuration
- Diagnostic tools
- Power-On Self Test (POST)

Unit 2 Mobile Devices

Configuring and troubleshooting laptops

- Laptop components
- Installing memory and hard drives
- Power management and expansion options
- Diagnosing common mobile device problems

Mobile device features

- Mobile operating systems
- iOS
- Android
- ARM CPU
- Mobile Hotspot and Tethering

Configuring and securing mobile devices

- Wireless
- E-mail configuration
- Passcode locks
- Remote wipes
- Locator applications

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COURSE TOPICS

Unit 3 Supporting Printers and Scanners

Installing and configuring printers and scanners

- Impact
- Inkjet
- Laser printer components and printing process

Troubleshooting printer and scanner problems

- Printer self test
- Windows printing process
- Printer drivers

Unit 4 Managing Windows Operating Systems

Windows architecture

- Main system files: NTLDR, BCD, Bootmgr
- File systems: FAT, ExFAT, FAT32, NTFS
- Windows registry

Installing and upgrading Windows

- Comparing Windows OS features
- Installing service packs and device drivers

Managing, optimizing and troubleshooting

- Windows command-line environment
- Troubleshooting Windows problems with Task Manager
- Troubleshooting Windows startup problems, BOOTREC
- Windows Refresh/Restore/Reset

Unit 5 Other Operating Systems and Technologies

Mac OS and Linux best practices

- Overview of Mac OS and Linux
- Mac OS and Linux tools

Basic Linux commands

- Client-side virtualization
- Purpose of virtual machines
- Hypervisor
- Resource requirements

Cloud computing

- Cloud computing models and types
- Cloud computing features
- Server roles

Unit 6 Fundamentals of Networking

Network cabling and protocols

- UTP (CAT5, 5e, CAT6, CAT7), STP, Fiber
- TCP/IP, IPv4, IPv6

Wireless networking

- IEEE 802.11a, b, g, n, ac
- Wireless security: WEP, WPA, WPA2
- Installing and configuring a wireless access point

Internet connection technologies

- LAN/WAN, ISDN, DSL, Cable, Satellite, wireless
- Internet protocols and ports: HTTP, HTTPS, FTP

Troubleshooting network and Internet problems

- TCP/IP settings: Gateway, subnet mask, DNS
- PING, TRACERT, NETSTAT, IPCONFIG

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COURSE TOPICS

Unit 7 Computer Security Best Practices

Ensuring physical security

- Preventing unauthorized access
- Hardware authentication devices

Detecting and fighting malware

- Authentication technologies
- Windows User Account Control
- Best practices for malware detection and removal

Security best practices

- Encryption
- Data destruction and disposal methods
- User access control

