

Computer Systems Technician - Information Technology Infrastructure and Services (Diploma)



Meet our students

Our students are equipped with hands-on IT learning via labs, simulators, and projects. During their studies, these students have direct experience in all areas of client and server hardware, software, and networking. As a balanced offering, their courses also cover soft skills such as customer support, team-based work, leadership, entrepreneurship, and communication. Our students are ready to play a critical role in today's technology-driven economy and help end users work effectively.

Learn more about the classes these students take by visiting [the program webpage](#).

Core competencies and skills

- Configuring and managing a MS server (DNS, DHCP, AD) and MS server applications (SharePoint).
- Developing applications, using Access and SQL, in a single-user environment.
- Using desktop management and web management software.
- Using Internet related tools and services, such as search engines, Listservs, Newsgroups.
- Solving problems and finding information through the use of the internet, journals, user groups and knowledge databases.
- Communicating and presenting formal reports, both individually and as a team.
- Knowledge of the Linux and Unix operating systems.

Work term availability

- Winter (January – April)
- Summer (May – August)
- Fall (September – December)

Work term capabilities

- Understanding of local area network protocols, concepts, protocol analyzers and applications.
- Identifying and translating client needs, products, and services into a suitable web delivery mode.
- Using call tracking software to manage help desk calls.
- Understanding how to access support and product documentation, deal with data connectivity issues and secure mobile phones and their data.
- Using and supporting standard workplace applications, including word processing, spreadsheet, database, presentation, and project management software.
- Utilizing scripting languages to support interactivity in web pages.
- Creating a web site, including internal and external links, tables, interactive forms, graphics, sound, video, scanned images, and a counter (MS Expression Web).
- Customizing templates, preferences, menus, forms, and reports in a variety of application software packages.

Employer resources

- [Employer webpage](#)
- [Program information](#)
- [Program course schedule](#)

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