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Course Description/Class Syllabus CompTIA A+ Certificate Program

OVERVIEW:

The **CompTIA A+ Certification Course** provides foundational knowledge and hands-on skills necessary for entry-level IT professionals. This course covers essential topics such as **hardware, operating systems, networking, security, troubleshooting, cloud computing, and mobile devices**, ensuring students gain the expertise required to support today's hybrid workforce.

Designed for **aspiring IT professionals, career changers, and individuals looking to strengthen their technical skills**, this course prepares candidates for the **CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) certification exams**. It emphasizes **real-world troubleshooting, remote support capabilities, and evolving technologies** such as SaaS applications, virtualization, and IoT security.

Recognized by employers worldwide, **CompTIA A+ is ISO 17024-compliant and DoD-approved**, making it a valuable certification for those seeking careers in **IT support, help desk, and technical support roles**. This program equips learners with the knowledge to diagnose and resolve common IT issues efficiently, ensuring they are prepared for the demands of modern IT environments.

SCHEDULE:

Training is individualized and self-paced. A general schedule is outlined upon enrollment.

GENERAL OCCUPATIONS AND INDUSTRY RELATED JOB TITLES

- **Help Desk Technician**
 - Provide technical support to end users via phone, email, or in-person.
 - Diagnose and troubleshoot hardware, software, and network issues.
 - Document support tickets and escalate complex problems as needed.

- **IT Support Specialist**
 - Install, configure, and maintain computer systems and peripheral devices.
 - Perform software updates, system patches, and security configurations.
 - Assist in network troubleshooting and basic network administration tasks.

- **Desktop Support Technician**
 - Set up and deploy workstations, ensuring proper hardware and software configurations.
 - Resolve hardware malfunctions, replace faulty components, and upgrade systems.
 - Train employees on basic troubleshooting and best practices.

- **Field Service Technician**
 - Travel to client sites to install, repair, or maintain IT equipment.
 - Diagnose and resolve network and hardware issues on-site.
 - Ensure compliance with company policies and customer service standards.

- **Technical Support Specialist**
 - Assist customers with troubleshooting software, hardware, and connectivity issues.
 - Provide guidance on security best practices and system optimization.
 - Maintain knowledge bases and create documentation for common issues.

- **Systems Administrator (Entry-Level)**
 - Manage user accounts, permissions, and IT resources in corporate environments.
 - Monitor system performance and troubleshoot server or network issues.
 - Implement security policies and conduct regular system updates.

- **Network Support Technician**
 - Assist in configuring and maintaining network devices (routers, switches, etc.).
 - Troubleshoot connectivity issues and optimize network performance.
 - Support network security measures, including firewalls and access controls.

- **IT Technician**
 - Repair and maintain company IT infrastructure, including workstations and printers.
 - Manage inventory of IT assets and ensure proper system functionality.
 - Support software installations and resolve compatibility issues.

- **Cybersecurity Support Technician (Entry-Level)**
 - Monitor system security and respond to basic cybersecurity threats.
 - Assist in implementing security protocols, such as antivirus software and firewalls.
 - Educate users on best security practices to prevent breaches.

- **Data Center Technician**
 - Maintain and support data center hardware, including servers and storage devices.
 - Troubleshoot performance issues and ensure uptime for critical systems.
 - Perform routine maintenance and upgrades to optimize system efficiency.

COURSEWORK:

Hardware

Identifying, using and connecting hardware components and devices, including the broad knowledge about different devices that is now necessary to support the remote workforce

Operating Systems

Install and support Windows OS including command line and client support, system configuration imaging and troubleshooting for Mac OS, Chrome OS, Android and Linux OS

Software Troubleshooting

Troubleshoot PC and mobile device issues including common OS, malware and security issues

Networking

Explain types of networks and connections including TCP/IP, WIFI and SOHO

Troubleshooting

Troubleshoot real-world device and network issues quickly and efficiently

Security

Identify and protect against security vulnerabilities for devices and their network connections

Mobile Devices

Install and configure laptops and other mobile devices and support applications to ensure connectivity for end users

Virtualization and Cloud Computing

Compare and contrast cloud computing concepts and set up client-side virtualization

Examination

The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 (220-1101) and Core 2 (220-1102) covering the following content,

emphasizing the technologies and skills IT pros need to support a hybrid workforce:

- Increased reliance on SaaS applications for remote work
- How to remotely diagnose and correct common software, hardware or connectivity problems
- Evolving core technologies from cloud virtualization and IoT device security to data management and scripting
- Multiple operating systems, when to use them and how to keep them running properly
- Reflects the changing nature of the job, including how to assess if it's best to fix something on site, or send it to a specialized provider

U.S. Department of Defense Compliance

CompTIA A+ is compliant with ISO 17024 standards and approved by the U.S. DoD to meet Directive 8140.03M requirements. Regulators and governments rely on ANSI accreditation because it provides confidence and trust in the outputs of an accredited program. Over 3 million CompTIA ISO/ANSI-accredited exams have been delivered since January 1, 2011.

Course Provided By:

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