

# FUNDAMENTALS OF COMPUTER AND NETWORK TECHNICIAN



## What does a Computer and Network Technician do?

Computer support specialists provide help and advice to computer users and organizations. These specialists either support computer networks or they provide technical assistance directly to computer users.

Computer network support specialists typically do the following:

- Test and evaluate existing network systems
- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems

## How will Asher College prepare me for this career?

Students who enroll in the Computer and Network fundamentals program will have the opportunity to learn:

- PC Repair
- Building, upgrading, maintaining, diagnosing and troubleshooting computer hardware and software
- Solving system and network connectivity issues
- Designing, implementing, and managing network infrastructure
- The basics of Microsoft office with word, excel, and outlook

## What characteristics are important in this field?\*

**Customer-service skills:** Computer support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.

**Listening skills:** Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.

**Problem-solving skills:** Support workers must identify both simple and complex computer problems, analyze them, and solve them.

**Speaking skills:** Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.

**Writing skills:** Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

## What are the job opportunities in this Career?

The F-CNT certification is appropriate for job roles including:

- Customer Service Support
- Desktop Technician
- IT Support Coordinator

## What are the Salary Potentials and the job outlooks in this field?

Asher College provides career-training programs for entry-level positions. Salaries vary depending on geographical location, economic conditions, and willingness to relocate. Salaries by occupation and specific location can be found at [www.onetonline.org](http://www.onetonline.org). National figures for labor market activity, working conditions, and price changes in the economy are available at [www.bls.gov/ooh/](http://www.bls.gov/ooh/) or you can visit the campus career services department to learn where Asher graduates work and the beginning salaries in their respective careers.

## What are the typical working hours for this career?\*

Most computer support specialists have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

## What is the job outlook for the next 10 years?\*

Employment in this industry is projected to grow 8 percent from 2019 to 2029, much faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software

\*Reference: <https://www.bls.gov/>



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ASHER ID	COURSE NAME	CERTIFICATION OR SKILL
PCS100	Computer Fundamentals	CompTIA IT Fundamentals
PCS110-r1	PC Support Level 1	CompTIA A+ Part 1 of 2
PCS111-r1	PC Support Level 2	CompTIA A+ Part 2 of 2
TF100	Typing Fundamentals	Skill Development
MOE100-r1	Microsoft Essentials	Skill Development
NET102	Introduction to Networking	CompTIA Network+ or Microsoft MTA
CD101	Career Success	Soft Skill Development
CD201	Advanced Career Development	Soft Skill Development

## What Certification options do I have with this program?

CompTIA ITF+ (IT Fundamentals)  
CompTIA A+  
CompTIA Network+ or Microsoft MTA



## How long will it take to complete my education?

**Full time** = 8 months (24 hours per week)  
**¾ time** = 10 months (18 hours per week)  
**Half Time** = 15 months (12 hours per week)

For more information on our programs, our catalogs can be viewed at <https://asher.edu/disclosures/>

[www.Asher.edu](http://www.Asher.edu)

### DALLAS

9330 Lyndon B. Johnson Fwy, Ste. 650  
Dallas, TX 75243 • 972.600.2818

### LAS VEGAS

6029 W Charleston Blvd  
Las Vegas, NV 89146 • 702.323.0853

### SACRAMENTO

1215 Howe Ave  
Sacramento, CA 95825 • 916.900.2850