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## **A+ IT TECHNICIAN**

Course Description: In this course, students will learn how to support PC hardware in a business setting, including installation, troubleshooting, and component replacement. The target student for this course is responsible for maintaining PCs in their workplace.

### **Course Content**

#### **Lesson 1: IT Technician Professional Best Practices**

- Tools of the Trade
- Safety and Environmental Issues
- Professionalism and Communication

#### **Lesson 2: Installing and Configuring Personal Computer Components**

- Install and Configure System Boards
- Install and Configure Memory
- Install and Configure Storage Devices
- Install and Configure CPUs
- Install and Configure Power Supplies
- Install and Configure Cooling Systems
- Install and Configure Adapter Cards
- Install and Configure Display Devices
- Install and Configure Input Devices
- Install and Configure Multimedia Devices

#### **Lesson 3: Maintaining and Troubleshooting Personal Computer Components**

- Maintain Personal Computer Components
- Troubleshoot Processors and System Boards
- Troubleshoot Memory
- Troubleshoot Storage Devices
- Troubleshoot Power Supplies
- Troubleshoot Adapter Cards
- Troubleshoot Display Devices
- Troubleshoot Input Devices
- Troubleshoot Multimedia Devices
- Troubleshoot Other Peripheral Devices

#### **Lesson 4: Installing and Troubleshooting Laptops and Portable Devices**

- Install and Configure Laptops
- Troubleshoot Laptops and Portable Devices

#### **Lesson 5: Installing, Managing, and Optimizing Operating Systems**

- Install and Upgrade Operating Systems
- Operating System Management Utilities
- Manage Disks and File Systems
- Optimize Operating Systems

#### **Lesson 6: Maintaining and Troubleshooting Operating Systems**

- Maintain Operating Systems
- Troubleshoot Operating Systems
- Recover Operating Systems

#### **Lesson 7: Installing, Maintaining, and Troubleshooting Printers and Scanners**

- Install and Configure Printers and Scanners
- Maintain Printers and Scanners
- Troubleshoot Printers and Scanners