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Computing Support 5729

To develop the competencies necessary for applying the methods required in order to effectively practice the career, such as problem solving, researching information and time management. Skills related to optimal use of software are also developed: the use of older as well as recent operating systems, the use of application software, creating and using databases and the use of telecommunications. Developing the skills related to communication in the workplace and customer support such as: interacting in a variety of professional situations, communicating in French/English, providing call-centre customer assistance. Finally, the development of the competencies necessary for network management: assessing the structure and functioning of computer systems, developing programs, installing hardware and software, managing access, setting up resource sharing, troubleshooting and computer optimization.

Admission conditions

To be eligible for admission to this program, candidates must meet the following requirements:

Persons holding a Secondary School Diploma, or a postsecondary diploma such as the Diploma of College Studies or a Bachelor's degree or its recognized equivalent.

IELTS overall 6 and nothing less than 5.5

Mathematics

Program content

Code	Statement of competency	Hours	Credits
962-012	Determine their suitability for the occupation and the training process	30	2
962-025	Analyze the architecture and operation of computer systems	75	5
962-038	Exploit the possibilities of operating systems using older technology	120	8
962-043	Apply a problem-solving method	45	3
962-052	Research information	30	2
962-068	Develop a utility program	120	8
962-074	Interact in various work situations	60	4
962-088	Exploit the possibilities of application software	120	8
962-096	Exploit the possibilities of operating systems using recent technology	90	6
962-106	Create and use a database	90	6
962-116	Install the hardware and software of a computer	90	6
962-122	Manage their time	30	2
962-135	Communicate in French	75	5
962-148	Manage access to the resources of a network	120	8
962-157	Install the shareable resources of a network	105	7

Code	Statement of competency	Hours	Credits
962-166	Exploit the possibilities of telecommunications facilities	90	6
962-173	Manage their careers	45	3
962-186	Troubleshoot a computer problem	90	6
962-194	Optimize the performance of a computer	60	4
962-205	Provide technical support at a telephone help desk	75	5
962-218	Ensure the proper operation of computers in the workplace	120	8
962-228	Provide service to clients in the workplace	120	8
		1800	120