

Information Technology Assistant Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. The program helped participants acquire an increased understanding of help-desk and technical support skills. Participants were required to successfully complete nine courses and achieve a passing grade of 70% or higher in each course.

Required Courses

Technical Support Essentials - 5.0 hours

This course explains contact center technology and Technical Support Agents (TSA) activities. It covers the technology that links the TSA to the customer and to the resources needed to assist the customer. It also provides instruction and practice to help the TSA use that technology effectively.

Technical Support Agent Survival Skills - 3.5 hours

This course focuses specifically on the situations that TSAs encounter. The course will help employees avoid burnout and manage job responsibilities by identifying the causes of stress, prevention methods, and time management skills.

The Contact Center and the Technical Support Agent - 4.5 hours

This course examines the characteristics of the modern contact center as a customer-centric model and explains how the customer-centric focus affects the TSAs role in the contact center and examines the TSA profession. It also addresses the attributes and skills a TSA needs for success in the modern contact center.

Assessing Customer Behavior - 4.5 hours

This course instructs TSAs on how to identify customer behavior, and explains effective techniques that help make the experience a positive one for both the customer and the agent handling the call.

Technical Support Agent Skills Simulation - 0.5 hour

Having evolved far beyond the "break-fix" model, today's technical support centers are staffed with TSA professionals who must add to their technical repertoire a high standard of customer-relations management, sales skills, and keen problem-solving ability. To test these skills, participants will assume the role of a Level-1 TSA for a Tool and Equipment company in this simulation.

A+ Essentials 2009: Computer Hardware Components - 2.0 hours

This course covers the different types of motherboards, power supplies, storage devices, central processing units, and memory that are needed by computers and how they work in unison to ensure that computers perform as required.

A+ Essentials 2009: Configuring Displays, Peripherals, Laptops, and Printers - 2.5 hours

The mobile world of technology has seen two ongoing trends: bigger and better displays, and smaller and more efficient components and laptops. This course examines these trends and covers the types of display devices, peripherals, adapter card technologies, laptop trends, and the different types of printers that are used today, and how to install and configure them.

A+ Essentials 2009: Troubleshooting Computers and Printers - 2.0 hours

This course examines the theories and practical application methods to troubleshoot problems on computers, laptops, and printers.

A+ Essentials 2009: Operational Procedures and Preventative Maintenance - 2.0 hours

This course covers both safety and environmental procedures to be established and used along with the appropriate use of communication skills and professionalism in the workplace.