



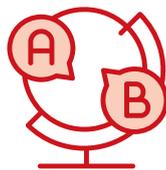
DEP 5729 COMPUTING SUPPORT

Soutien Informatique



Program Intake

January | May | September



Language of instruction

French or English



Location of the program

Québec City

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.

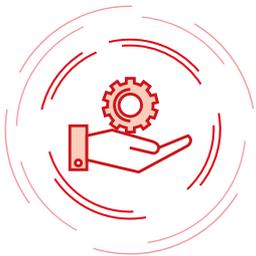


PERSPECTIVE JOB TITLE

- Network administrator
- User support technician
- Computer equipment installer
- Computer equipment repairer
- Computer network technician
- Computer service technician

ADMISSION CONDITIONS

- First or second class with minimum 50% in core subjects in 10+2 or 50% in core subjects of the technical diploma course in the relevant field
- SDS-Countries: IELTS 6.0 (nothing less than 5.0 band in any individual 2 modules)
- Non-SDS Countries: IELTS 5.5 (nothing less than 5.0 band in any 2 individual modules) or equivalent language proficiency (TOEFL, CAE, DUOLINGO)
- SDS-Countries: Grade 12 (India) or Grade 12 or Bachelors (other regions)
- Non-SDS Countries: Grade 12 or Bachelors or Equivalent



PROGRAM CONTENT

- Determine their suitability for the occupation and the training process
- Analyze the architecture and operation of computer systems
- Exploit the possibilities of operating systems using older technology
- Apply a problem-solving method
- Research information
- Develop a utility program
- Interact in various work situations
- Exploit the possibilities of application software
- Exploit the possibilities of operating systems using recent technology
- Create and use a database
- Install the hardware and software of a computer
- Manage their time
- Communicate in French
- Manage access to the resources of a network
- Install the shareable resources of a network
- Exploit the possibilities of telecommunications facilities
- Manage their careers
- Troubleshoot a computer problem
- Optimize the performance of a computer
- Provide technical support at a telephone help desk
- Ensure the proper operation of computers in the workplace
- Provide service to clients in the workplace

*SDS Countries: Philippines, China, India, Pakistan, Morocco, Senegal, Vietnam.

**Non-SDS Countries / Visa application under General Category in a SDS Country: Middle East, North Africa (Morocco incl.), Sub Sahara Africa (Senegal incl.), LatAm / Br, South East Asia (Vietnam and Philippines incl.), CIS.

PROGRAM

Computer Support

SANCTION

Diploma of Professional Studies (DEP 5729)

DURATION

2 Years / 4 Semesters