

**Information Technology Career Cluster
Information Technology Support
Course Number: 11.42000**

Course Description:

How do you make the device work? Students will apply Information Technology Essentials skills to diagnose and correct computer problems. By building knowledge and skill, students will install, build, upgrade, repair, configure, troubleshoot, and perform preventative maintenance on computer hardware, operating systems, laptops, and portable devices. Practical and hands-on experience of troubleshooting and maintenance will allow students to demonstrate mastery of skills.

Various forms of technologies will be used to expose students to resources, software, and applications of computer repair. Professional communication skills and practices, problem-solving, ethical and legal issues, and the impact of effective presentation skills are enhanced in this course to prepare students to be college and career ready. Employability skills are integrated into activities, tasks, and projects throughout the course standards to demonstrate the skills required by business and industry. Competencies in the co-curricular student organizations are integral components of both the employability skills standards and content standards for this course.

Information Technology Support is the third course in the Information Support and Services pathway in the Information Technology cluster. Students enrolled in this course should have successfully completed Introduction to Hardware Technology and Information Technology Essentials. After mastery of the standards in this course, students should be prepared to take the end of pathway assessment in this career area.

Course Standard 1

IT-ITS-1

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

Standard: Demonstrate employability skills required by business and industry.

The following elements should be integrated throughout the content of this course.

1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback

Georgia Department of Education

			Getting Others to Listen
--	--	--	--------------------------

Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and Mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

1.3 Exhibit critical thinking and problem-solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

Georgia Department of Education

1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply teamwork skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6 Present a professional image through appearance, behavior, and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism

International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

Course Standard 2

IT-ITS-2

Apply knowledge and skills to install, configure, optimize, and upgrade printers and scanners.

- 2.1 Identify tools and diagnostic procedures to troubleshoot printers and scanners.
- 2.2 Install and configure printers/scanners to local machine and network.
- 2.3 Gather information about printer/scanner problems and research solution options.
- 2.4 Apply identified solutions to printer/scanner problems.
- 2.5 Isolate and resolve an identified printer/scanner problem including defining the cause, applying the fix, and verifying functionality.
- 2.6 Identify appropriate tools used for troubleshooting and repairing printer/scanner problems.

Course Standard 3

IT-ITS-3

Apply knowledge and skills of network devices to install and configure network devices.

- 3.1 Install and configure physical and wireless network cards.
- 3.2 Install, identify, and obtain wired and wireless connection.
- 3.3 Identify the fundamental principles of networks.
- 3.4 Describe basic networking concepts.
- 3.5 Identify names, purposes and characteristics of the common network cables, network connectors, and for establishing connectivity.
- 3.6 Establish network connectivity.
- 3.7 Demonstrate the ability to share network resources.
- 3.8 Identify tools, diagnostic procedures and troubleshooting techniques for network devices.

Course Standard 4

IT-ITS-4

Identify the fundamentals and principles of security.

- 4.1 Identify names, purposes, and characteristics of hardware and software, wireless security, and data and physical security.
- 4.2 Describe the importance and process of incident reporting.
- 4.3 Recognize and respond appropriately to social engineering situations.
- 4.4 Identify the purposes and characteristics of access control.
- 4.5 Identify the purposes and characteristics of auditing and event logging.

Course Standard 5

IT-ITS-5

Apply knowledge and skills to install, configure, upgrade, and optimize security.

- 5.1 Install, configure, upgrade, and optimize hardware, software, and data security.

- 5.2 Install antivirus and malware software.
- 5.3 Identify tool, diagnostic procedures and troubleshooting techniques for security.
- 5.4 Diagnose and troubleshoot hardware, software, and data security issues.
- 5.5 Diagnose and troubleshoot software and data security issues.
- 5.6 Perform preventative maintenance for computer security.
- 5.7 Implement software security preventative maintenance techniques, such as installing service packs and patches and training users about malicious software prevention technologies.

Course Standard 6

IT-ITS-6

Describe the aspects and importance of safety and environmental issues with computer support and services.

- 6.1 Identify potential safety hazards and take preventive action to maintain a safe and environmentally clean work environment.
- 6.2 Use appropriate repair tools.
- 6.3 Describe methods to handle environmental and human (e.g., electrical, chemical, physical) accidents including incident reporting.
- 6.4 Identify potential hazards and implement proper safety procedures, including precautions and procedures, safe work environment, and equipment handling.

Course Standard 7

IT-ITS-7

Perform maintenance procedures on laptops and portable devices.

- 7.1 Complete maintenance procedures on laptops and portable devices.
- 7.2 Identify appropriate applications for laptop-specific communication connections such as Bluetooth, infrared, cellular WAN and Ethernet.
- 7.3 Identify tools, basic diagnostic procedures, and troubleshooting techniques for laptops and portable devices.
- 7.4 Perform preventative maintenance on laptops and portable devices.
- 7.5 Demonstrate how to restore laptop and portable device to proper function mode.

Course Standard 8

IT-ITS-8

Use job-related professional behavior in language, interaction and communication including notation of privacy, confidentiality, and respect for the customer property.

- 8.1 Demonstrate professional behavior towards customers in language, personal interaction (in person, phone, video conference), and communication methods.
- 8.2 Research privacy laws and legal actions for accessing, sharing, and reporting customer data.
- 8.3 Establish a professional policy for handling privacy, confidentiality, and customer data.
- 8.4 Model professional behavior towards customer's property when completing work.
- 8.5 Display good communication skills and professionalism while working with customers.
- 8.6 Clarify customer statements by asking pertinent questions related to expected job performance using language customer can understand.

Course Standard 9

IT-ITS-9

Organize personal online career portfolio for specific career interests.

- 9.1 Review and update résumé to reflect new knowledge and skills master and additional work experience.
- 9.2 Organize folders within the portfolio to reflect specific careers of interest, including résumé, targeted cover letter, and artifacts relevant to the specific career.
- 9.3 Update all current items in the portfolio.
- 9.4 Identify and upload additional industry-appropriate artifacts reflective of mastered skills throughout this course. Write and include a reflective entry for each artifact discussing steps taken, problems encountered and how they were overcome, and other pertinent information about the learning.
- 9.5 Polish all entries in the online career portfolio to ensure accuracy and professionalism as expected from employers.
- 9.6 Conduct a job search and share the appropriate folder with the potential employer.

Course Standard 10

IT-ITS-10

Explore how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, entrepreneurship development, and competitive events.

- 10.1 Explain the goals, mission, and objectives of Future Business Leaders of America (FBLA) and/or Technology Student Association (TSA) and/or SkillsUSA.
- 10.2 Explore the impact and opportunities a student organization (FBLA, TSA, SkillsUSA) can develop to bring business and education together in a positive working relationship through innovative leadership and career development programs.
- 10.3 Explore the local, state, and national opportunities available to students through participation in related student organizations (FBLA, TSA, SkillsUSA) including but not limited to conferences, competitions, community service, philanthropy, and other student organization activities.
- 10.4 Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.
- 10.5 Explore the competitive events related to the content of this course and the required competencies, skills, and knowledge for each related event for individual, team, and chapter competitions.