



MCCSC Adult Education
at Broadview Learning Center



ENGAGE. EMPOWER. EDUCATE.

Monroe County Community School Corporation

Adult Education CERTIFICATION CLASSES

Computer Support Specialist

Fall 2020



Registration Form: Computer Support Specialist, Fall 2020

Name _____

Date of Birth ____ / ____ / ____

Mailing Address _____

E-mail _____

City, State and Zip _____

Phone Number (____) _____

Social Security last 4 digits _____

I have: a high school diploma or equivalent **AND** current TABE scores at 4.0 on Reading and Math

Form of payment enclosed

Check or money order payable to MCCSC

Copy of WorkOne training voucher with name of WorkOne case manager _____ PO number _____

Company purchase order (company name _____)

I am qualified for funding as a NextLevelJobs job seeker.

I will attend: in person at Broadview Learning Center **OR** through videoconference from a distance

Detach and mail by September 2, 2020 to:

MCCSC Adult Education

Broadview Learning Center

705 W. Coolidge Dr.

Bloomington, IN 47403



In this course, you will gain foundation-level knowledge and skills necessary to work successfully in PC support. As the starting point for a career in information technology, it will help you gain competence in areas such as installation, preventive maintenance, networking, security, and troubleshooting. Upon successful completion of this program, you may sit for the CompTIA+ certification exams.

Topics you will study:

- Fundamentals of computer technology, networking, and security
- Basic functions of an operating system
- Basic troubleshooting
- Proper safety procedures
- Effective interaction with customers and peers
- Procedures to install, configure, upgrade and maintain PC workstations and networks
- How to resolve PC, OS, and network connectivity issues



Computer Support Specialist Course Information

Days:	Tuesdays and Thursdays
Dates:	September 8-December 10, 2020 (No class Oct. 15, Nov. 3, Nov 24, and Nov. 26)
Time:	5:30-8:30 pm
In-Person Option:	Broadview Learning Center, Room 112 705 W. Coolidge Dr., Bloomington, IN 47403
Distance Learning Option:	Online through videoconference
Tuition:	<u>FREE</u> to qualified NextLevelJobs participants. (To apply, contact Kimi Bing, WorkOne Career Advisor, at 812-335-6717 or KBing@vinu.edu .) \$1,500 for others. Includes materials and certification tests.
Phone:	(812) 330-7731
Register by:	September 2, 2020
Refunds:	No refunds after first day of class.
Requirements:	High school diploma or equivalent and Test of Adult Basic Education scores in reading and math at 8.0+.

Why Certify?

- Learn new skills to get a job. Looking for work? Just starting out in the workforce? Certifications prove you know how to get the job done.
- Retain your job and salary. Make sure your expertise stands above the rest. Competence is usually retained during times of change, certification can lock you into tiered salary levels.
- Want to change jobs? Whether you are pigeonholed in a job you don't want, see limited advancement, or are looking for a career change, certifications can qualify you for new opportunities. Get your career moving in the right direction!
- Stand out in the resumé pile. Hiring managers can demand candidates with the strongest skill set. With a validated certification (or two!) on your resumé, hiring managers know more about you before they even call for an interview.
- IT is everywhere! Information Technology is needed most in companies across industries, and there are two few trained professionals to fill the jobs. Get certified and get ahead as IT continues to grow.

Occupations for graduates of Computer Support Specialist programs in Indiana: Selected Labor Market Information

Occupation	Hourly wages	Employment			
		2012	2022	Total growth	Total openings
Computer User Support Specialist	\$16.10	7,070	7,870	800	1,911
Computer Network Support Specialists	\$20.82	1,234	1,363	129	323
Computer Occupations, all others	\$28.38	2,877	2,993	116	568

- Total openings is the sum of growth and net replacements.
- Hourly wages is the 2012 Indiana median wage, which is midpoint between the lowest wage and the highest wage, for this occupation.
- For data questions, please contact lmidata@dwd.in.gov.