



## Leadership, Planning & Grants

### Technical 754 - Introductory Level

## School- Based Technical Support I

Using "non-techy" language and hands-on activities to illustrate concepts, we discuss and examine the components of the PC, practice maintenance and preventative planning while exploring the most common network types and layouts found throughout most schools. Participants are provided with basic level technical support training for stand-alone or networked workstations. Basic troubleshooting techniques are emphasized.

Delivery Mode	Platform	Software	Length
Instructor-Led	PC	All	2 days/14 hours

### Technical 754 Includes:

#### Module 1: PC Nuts and Bolts –

##### Where to Start

- Components of the PC
- Troubleshooting the PC
- Hands-on Work Centers
- Understanding Conflicts
- Monitoring/Optimizing Memory
- Upgrading Memory
- Switching Disk Drives
- Common Printing Problems
- Preventive Maintenance & Support
- Log Book, Disaster Recovery Plan, Preventive Planning, Outside Resources

#### Module 2: Operating System Features

- Getting to Know Your System
- Review of Configuration Files
- Understanding Memory Management
- Disk Structure and Terminology
- Managing Input Commands
- File Control Features

#### Module 3: Networking Basics

- Networking Advantages
- Basic Software and Hardware Requirements
- Basic Network Terminology
- Accessing the Network
- Directory Structures & Drive Pointers
- Levels of Security
- Common Networking User Commands
- Network Printing
- Viewing the Network from Windows
- Loading Windows-Based Applications

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