



In partnership with technology training partner—Knowledge Matters LLC

Microsoft Certified Desktop Support Technician (MCDST) and DoD 8570 Information Assurance Technology Level 1

Course Number IT 0001 \$2,995

Troy University offers you one of the most effective ways to become a Microsoft Certified Desktop Support Technician and achieve DoD 8570 Information Assurance Technology Level 1 in the growing Information Technology industry. This program begins with a comprehensive introduction to computing technology with both A+ and Network+ course curriculum and is followed by select courseware targeted for Microsoft MCDST certification. This program leads to three highly recognized technical certifications from Microsoft and CompTIA.

TROY's new Learning Management System (LMS) drives the delivery and manages the content for this unique online program. Certified mentoring by a subject matter expert is available on-demand 24/7. Customized mentoring exercises and test preparation are integrated into every program module. TROY's Microsoft Certified Desktop Support Technician program provides an effective, convenient and affordable way to achieve your certification goals and is an ideal starting point for those individuals entering the technology field.

Microsoft Certification Means Success!

Microsoft Certified Desktop Support Technician

This program provides the learner with the knowledge to successfully troubleshoot desktop environments running the Microsoft Windows XP operating system and the M/S Office Applications. The A+ exams measure essential competencies for a desktop computer hardware service technician. These exams provide excellent hardware and foundational knowledge of a computer. The MCDST credential is focused specifically on the desktop support technician working in a service desk environment. The MCDST exams go beyond the basics and focus on diagnosis and assessment of end-user incident requests on the Microsoft Windows operating system and the applications that run on it. The MCDST exams include troubleshooting procedures consistent with the Microsoft Operations Framework. Our MCDST course will take the average student about **155 hours** (2 to 3 months) to complete.

In-Depth Training:

TROY's LMS prepares the student for A+, Network+ and MCDST Certifications:

CompTIA Exams:

220-601 A+ Essentials, 220-602: A+ IT Technician, 220-603 A+ Remote Support Technician,
220-604 A+ Depot Technician and N10-003 Network +

Microsoft Exams:

Exam 70-270: Installing, Configuring and Administering Microsoft Windows XP Professional
Exam 70-271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System
Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP OS

Some exams are elective and are not required to achieve MCDST and DoD 8570 IAT Level 1 (IAT1); consult a program advisor at **(800) 368-2315** for the options that best fit your needs and interests.

Salaries for these high-demand technical skills can exceed \$30,000 per year.*

*Source: Florida Agency for Workforce Innovation, Labor Market Statistics

Troy University's Continuing Education programs are dedicated to meeting your training needs. These programs include certificate programs, customized business and industry training, personal development and professional development. The Continuing Education Unit (CEU) is a nationally recognized method of quantifying time spent in the classroom during professional development and training activities. The primary purpose of the CEU is to provide a permanent record of the educational accomplishments of an individual who has satisfactorily completed significant non-credit educational and career enhancement experiences. One CEU is equal to ten contact hours of participation in an organized continuing education experience under qualified instruction. For more information about customized sources for your needs, please call your nearest TROY campus or site. All opinions, conclusions or recommendations expressed are those of the instructors and do not necessarily reflect the views of the University.