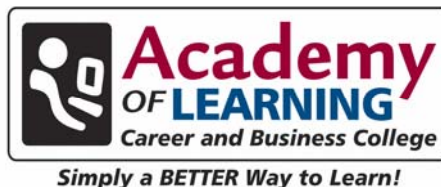


Help Desk Support Analyst



Program Objective

This program provides students with the necessary skill and knowledge to support end users of computer systems and software applications. It provides in-depth knowledge on evaluating, configuring, and troubleshooting communications hardware, software, and operating systems. This program also introduces the skills necessary to effectively provide remote customer service support and deal with issues Help Desk Support Analysts may encounter on the job when addressing customer requirements.

Program Information

Start Date: Weekly

Length: 52 Weeks

Class Times: Flexible Hours - mornings, afternoons, evenings and Saturdays

**Online studies also available*

Admission Prerequisites

- Grade 12 or equivalent
- Successful completion (at least 75%) of an entry test to determine general readiness for learning
- An interview with an admissions officer to determine the apparent appropriateness of training related to the potential student's needs and aptitudes
- Keyboarding Skills (25wpm), Basic Computer Fundamentals (Testing may be required)

Financial Assistance

Students registered in the full-time and part-time programs may apply for financial assistance under the Canada Student Loan Act. In addition, students may be eligible for Service Canada Sponsorship.

Certifications

Industry and vendor certifications have become a benchmark used by employers when hiring new employees. The Help Desk Analyst program helps students prepare for certification exams in these areas:

- A+ Certifications
- Help Desk Analyst Certification
- Microsoft Certified Desktop Support Technician

Credit for Previous Training

Credit for previous training and education may be awarded to students who are able to successfully complete examinations which demonstrate proficiency in specific skill areas.

Graduate Opportunities

Private Sector
Government
Self-Employment
Service Industries
Small/Large Business

Job Placement-OJT

All students registered in full-time programs will be provided with a job placement to use their skills in a practical work setting and gain further knowledge as it relates to the real world of work.

University Partnerships

Academy of Learning has signed agreements with the University of Windsor, University of Phoenix, Merit University and Athabasca University which allow students to gain advanced standing toward degree-granting programs.

Student Comments

"Academy of Learning has provided me with an opportunity to change careers. With its great staff and flexible hours it has provided me with a great education and knowledge of today's technology."
Elizabeth Dow

"The decision to go back to school was not easy. Thanks to the supportive staff at the Academy of Learning I have acquired the skills and confidence I need to pursue a career that is right for me."
Joanne Hoar

About the Academy

One of the fastest growing colleges with campuses across Canada as well as Global locations, Academy of Learning is called one of the largest, private post-secondary career colleges.

As a unique computer and business training college specializing in computer applications, information technology, business skills, and healthcare training, we prepare individuals to meet the increasing needs of the business community.

On Prince Edward Island there are three locations to choose from.

Charlottetown

55 Grafton Street
Phone: 902-894-8973

Montague

539 Main Street.
Phone: 902-361-8973

Summerside

10 Slemmon Park Drive
Phone: 902-436-9889

Areas of Study

This program will provide students with the following areas of study:

Course Credits	
Operating Systems	Windows Introduction
	Windows Advanced
	MS DOS
Software Credits	Microsoft Word Level I
	Microsoft Word Level II
	Microsoft Excel Level I
	Microsoft Excel Level II
	Microsoft Access Level I
	Microsoft PowerPoint Level I
	Microsoft Outlook Level I
	Microsoft Outlook Level II
	Internet Training
Comptia Credits	A+ Certification Essentials
	A+ Certification IT Technician
Microsoft Certified Desktop Support Technician Credits	Help Desk Analyst
	Supporting Microsoft Windows XP Client Operating Systems
	Supporting & Troubleshooting Applications in Microsoft Windows XP
	Telephone Communication Skills
	Call Centre Team Dynamics & Personal Development
	Customer Service
Business Applications	Business Writing Essentials
	Business Correspondence Level I
	Employment Success Strategies
	Job Search
Career Preparation	On-The-Job Training

* Program includes exam fees for: A+ (2 exams), Microsoft Certified Desktop Support Technician (2 exams)

Academy of LEARNING

55 Grafton Street ☐ Charlottetown, PE ☐ C1A 1K8

Phone: 902-894-8973 Fax: 902-892-2983

E-mail: info@aolpei.ca

Website: www.aolpei.ca

