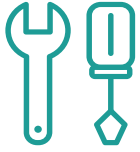# Computer Technician A+

LEARNING OBJECTIVES

Developed by industry experts, the CareerStep Computer Technician program includes training on everything you'll need to earn your A+ certification through the Computer Technology Industry Association (CompTIA). With CareerStep's affordable pricing, you get quality online training with one-on-one support from dedicated trainers and career support advisors—available by phone, email, and chat every step of the way. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each module.

Program Orientation: Computer Technician A+

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report.
- See how to contact/communicate with CareerStep via phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

A+ Core 1

- Disassemble and reassemble a desktop computer safely
- Disassemble and reassemble a laptop computer safely
- Describe and contrast various types and features of motherboards
- Configure a motherboard using BIOS/UEFI firmware
- Maintain a motherboard by updating drivers and firmware, using jumpers to clear BIOS/UEFI settings, and replacing the CMOS battery
- Select, install, and support a hard drive
- Explain the TCP/IP protocols and standards Windows uses for networking
- Identify, compare, and contrast hardware used to build local networks
- Troubleshoot network connectivity problems caused by firmware, operating systems, and applications

- Identify and use significant features of Android, iOS, Windows Mobile, and Chrome OS mobile operating systems
- Support cloud computing services on a network
- Install and share printers and manage printer features, add-on devices, and the printer queue

A+ Core 2

- Plan a Windows installation
- Configure Windows settings after the installation
- Describe special concerns when installing Windows in a large enterprise
- Use Windows tools, including Disk Management, to manage hard drives
- Explain how to secure resources on a network via physical and logical access control, user authentication, and user education
- Recognize malicious software and remove it to protect personal computers
- Use and support macOS for Apple computers
- Use and support Linux distributions with graphical and command-line interfaces

Program Completion: Computer Technician A+

- Prepare to take the next steps after program completion

Total Hours: 158