



# IT'S ALL ABOUT CERTIFICATION

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# AGENDA

## Certification Program In Class Exercise

- **Why is Certification Important**

Certification refers to the confirmation of certain characteristics of a person, organization or object. This confirmation is often, but not always, provided by some form of external review, education, or assessment.

- One of the most common types of certification in modern society is professional certification, where a person is certified as being able to competently complete a job or task, usually by the passing of an examination.
- The purpose of any professional certification is to provide official and public recognition of an individual's competencies and capabilities in a professional subject area.
- However, it is important understand that certification is not licensing or registration and does not provide legal authority to practice a profession.

- **Why is Certification Important (cont.)**

IT certification programs ensure the technical competence of IT professionals through a tangible measurement of skills and knowledge. Certification exams go beyond training by providing an objective measurement of a professional's knowledge and skills in a specific IT support function or technology.

Certification programs establish standards for IT education and play an important role in developing a qualified workforce. Employers, IT professionals, and consumers of IT services all benefit from certification.

- **For IT Professionals**

Getting certified is an important step in advancing your career as an IT professional. Certification provides you with a competitive advantage by showing employers that you have the right skill to get the job done. Top technology companies like Best Buy and Sharp Electronics, as well as the U.S. Department of Defense, all require certification of their employees.

- **What are the objectives of certification?**

To raise the professional standards and improve the practice of cost engineering by giving special recognition by their peers to those who, in fulfilling prescribed standards of performance and conduct, have demonstrated and maintained a high level of competence and ethical practices.

To identify for employers, clients and the public persons with a broad knowledge of cost engineering, and capability to professionally apply the principals of total cost management.

To establish a program with the goal of continuous improvement for individuals cost engineering skills and professional development.

To clarify the skills, knowledge and standards of conduct for the practice of cost engineering.

- **What is a Professional Concentration?**

A Professional Concentration provides a highly focused sequence of study that can be completed in a year or less.

- **How is an Intensive Certificate Program different?**

In an Intensive Certificate Program you complete the same number of courses as in a regular Certificate Program. The only difference is the format—intensive programs are designed to be completed in 10-16 weeks rather than two years. You attend class full-time during the day, Monday-Friday. Instead of enrolling in each course separately, you enroll in the entire Certificate Program. It is a great way to make a career change—fast.

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- **Why take a certificate program?**

All certificate courses offer academic credit, which may be applied to degree programs at colleges and universities at their discretion. Certificate courses are taught by respected leaders in their industries, so you always get practical, real-world ideas and instruction.

- **How will I benefit from getting a certificate?**

Making the personal investment in a certificate shows your employer a serious commitment to your field and increases your value in the workplace. Achieving a certificate can give you a competitive edge in hiring and promoting situations. Some of our certificates prepare you to take accreditation exams or meet state-mandated requirements for continuing education. And, over the course of a certificate program, many students have opportunities to work closely with instructors and fellow students, providing a valuable professional network for the future.



- **May I apply courses from another college to a certificate?**

You may substitute one course from an accredited institution for one certificate program course via articulation college/university agreement.

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## • CERTIFICATIONS

CompTIA is a provider of professional certifications for the information technology (IT) industry

### **The CompTIA A+**

The **A+** certification demonstrates competency as a computer technician

**Network+** is a certification that is used to measure skill as a network technician

**Security+** is a certification dealing with computer security topics such as cryptography and access control, as well as business-related topics such as disaster recovery and risk management.

# MCSA Window Server 2012

## The skills for your professional career

Show that you have the primary set of Windows Server 2012 skills, relevant across multiple solution areas in a business environment, to reduce IT costs and deliver more business value.

- Installing and Configuring Windows Server 2012
- Administering Windows Server 2012
- Configuring Advanced Windows Server 2012 Services

## SITUATION

I am in a position where I can receive four comprehensive certifications: A+, Network+, Security+ and MCSA Windows Server 2012.

## BENEFIT

What benefits will I have in attaining these certifications?

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## SALARY

What can I expect as a starting salary?

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## Summary Report for: 15-1151.00 - Computer User Support Specialists

- Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

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**Sample of reported job titles:** Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist

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## • TASKS

Oversee the daily performance of computer systems.

Answer user inquiries regarding computer software or hardware operation to resolve problems.

Enter commands and observe system functioning to verify correct operations and detect errors.

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.

## • Tools and Technology

### Computer tool kits

**Backup or archival software** — Backup and archival software; Disaster recovery software; Microsoft Volume Shadow Copy Service; Symantec LiveState

**Configuration management software** — Automated installation software; Deployment software; Patch management software

**Data base user interface and query software** — Database software; IPro software; Lucid IQ; Software asset management SAM software

**Desktop communications software** — CrossTec NetOp Remote Control; Remote control software; Stac Software ReachOut; Symantec pcAnywhere

**Operating system software** — Event log monitor software; Microsoft Windows Pre-installation Environment; Operating system monitoring software

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- Knowledge

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Telecommunications** — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

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- **Skills**

**Speaking** — Talking to others to convey information effectively.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Time Management** — Managing one's own time and the time of others.

- Abilities

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.

**Written Comprehension** — The ability to read and understand information and ideas presented in writing.

**Written Expression** — The ability to communicate information and ideas in writing so others will understand.

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- Working Activities

**Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

**Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.

**Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.

- Work Context

**Electronic Mail** — How often do you use electronic mail in this job?

**Telephone** — How often do you have telephone conversations in this job?

**Contact With Others** — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?

**Face-to-Face Discussions** — How often do you have to have face-to-face discussions with individuals or teams in this job?

- Job Zone

### **Title**

Job Zone Three: Medium Preparation Needed

### **Education**

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.

### **Related Experience**

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

### **Job Training**

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.

- Education

**Computer Science** — Accounting and Computer Science; Computer Hardware Technology/Technician; Computer Software Technology/Technician; Medical Office Computer Specialist/Assistant

# • Interest

Interest code: **RIC**

**Realistic** — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

**Investigative** — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.

**Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

**Social** — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.



- Work Styles

**Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

**Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.

**Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

- Work Values

**Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.

**Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

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- Wages and Employment Trends

**Median wages (2013)**

\$22.41 hourly, \$46,620 annual

**Employment (2012)**

548,000 employees

**Projected growth (2012-2022)**

Faster than average (15% to 21%)

**Projected job openings (2012-2022)**

196,900

## Assignment Results

- Select Job Title
- Walkthrough Job Title
- Highlight Qualities that Apply to You
- Place a Check Mark Next to Qualities you need improvement on



# THANK YOU

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