



THE UNIVERSITY of York

The IT Academy

MICROSOFT CERTIFIED DESKTOP SUPPORT TECHNICIAN (MCDST)

5 Day Courses held at the University of York,
Middleham Key Centre and Craven College

This 5 day course is intended for new entrants and career changers new to the IT industry with experience using Microsoft Office and who have basic Microsoft Windows navigation skills. The Microsoft Certified Desktop Support Technician (MCDST) credential proves that you have the skills to successfully support end users and to successfully troubleshoot desktop environments running on the Microsoft Windows® operating system.

Microsoft Certified Desktop Support Technician (MCDST) is an entry-level certification that can jump-start a candidates IT professional career.

TROUBLESHOOT, RESOLVE, SUPPORT...

<p>Resolving Installation Issues</p> <p><i>preparing for installation, troubleshooting installations, upgrades and the boot process</i></p>	<p>Resolving Desktop Management Issues</p> <p><i>logons, user configuration, security, system performance, local policy settings</i></p>	<p>Resolving File & Folder Issues</p> <p><i>managing files & folders, access to shared files, offline files</i></p>
<p>Resolving Hardware Issues</p> <p><i>managing drivers, storage & display devices, import & output devices, advanced configuration and power interfaces.</i></p>	<p>Resolving Network Issues</p> <p><i>OSI model, computer addressing, name resolution, remote connection issues.</i></p>	<p>Troubleshooting Applications</p> <p><i>MS-COS, Win16, Win32, compatibility and security issues</i></p>
<p>Supporting Explorer and Outlook Express</p> <p><i>configuring settings, customising explorer, managing outlook express</i></p>	<p>Supporting Microsoft Office and Outlook</p> <p><i>Supporting office installations and upgrades, managing and configuring outlook</i></p>	<p>IT Communication</p> <p><i>Active listening, understanding your audience, effective verbal communication, making an impact</i></p>

This course will help delegates prepare for the Microsoft Certified Professional exams

70-271 Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

70-272 Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

JUMP-START YOUR CAREER...

To register on this course contact the course administrator
cmj4@york.ac.uk

The Advanced ICT Training Programme is supported by:

