



## Desktop Support Technician

Have you ever dreamed of working in the technology industry? If so, now is a great time to pursue training in the Desktop Support Technician (DST) program at World Services for the Blind (WSB). The five-month program is designed for people interested in launching a career as an entry level IT technician, and will provide certification in A+, Network+ and Windows 7 Enterprise.

Past clients have found positions with companies such as AT&T and Hewlett-Packard. The majority of jobs focus on working on a help desk or providing remote assistance.

According to the Department of Labor, the job outlook is considered bright, with a national median salary of \$46,260, and a projected job growth of 14 to 19 percent. The DST program at WSB has an 83.3-percent placement rate.



### Pre-Requisites

Interested candidates must possess the following to gain entry in the DST program:

- High school diploma
- Keyboarding speed of 30 wpm
- Print reading speed of 100 wpm with 75-percent comprehension
- Proficiency in the use of ZoomText and/or JAWS\*
- 12th grade proficiency in business math
- Problem solving and critical thinking skills
- Ability to multitask
- Time management skills
- Ability to adhere to a working or training schedule
- Ability to interact well with others and convey information in a clear manner
- Approval of the admissions committee

*Classroom attendance, as well as additional time spent studying, is essential to succeeding in the DST program.*

Assistive technology available in the classroom and computer lab includes screen magnification and speech output systems, as well as closed-circuit televisions (CCTV) for magnifying print.

*\*Contact admissions for more in-depth information on proficiency requirements*

## About the Program

The DST program consists of three sections. It is also a pre-requisite for the IT Professional program (formerly MCSE).

**1. CompTIA A+—**You will learn how to identify and understand PC system components, storage devices, power supplies, display devices and adapters. The first course also includes installing, configuring and troubleshooting desktops, laptops, portable devices and printers; installing, configuring and troubleshooting operating systems including Windows 2000, XP, Vista and Windows 7; general troubleshooting theory and preventive maintenance; installing, configuring and troubleshooting networks; mastering the essential operational procedures for PC technicians; and how to communicate clearly and professionally with coworkers and clients.

**Exams:** CompTIA A+ Essentials; CompTIA Practical Applications

**2. CompTIA Network+—**Areas of study and instruction in the second course, Network+, include network communication theory; network connectivity and implementation; network protocols; network infrastructures; network security and remote networking; disaster recovery and data storage; and network operating systems and troubleshooting.

**Exam:** CompTIA Network+

### **3. MCITP: Enterprise Desktop Support Technician (EDST) on Windows 7**

**Module 1: Installing and Configuring Windows 7—**Upon completion of the first module, clients will be able to perform a clean installation of Windows 7, upgrade to Windows 7, and migrate user-related data and settings from an earlier version of Windows; configure disks, partitions, volumes and device drivers to enable a Windows 7 client computer; configure file access, printers, network connectivity and wireless network connectivity; secure Windows 7 client desktop computers; optimize and maintain the performance and reliability of a Windows 7 client computer; and configure mobile computing and remote access settings for a Windows 7 client computer.

**Exam:** Microsoft 70-680 Installing and Configuring Windows 7

**Module 2: Windows 7, Enterprise Desktop Support Technician—**Upon completion of the second module, clients will have been exposed to the process of establishing and using a troubleshooting methodology, as well as the EDST job role and responsibilities. Clients will also be exposed to various troubleshooting tools and techniques that enable them to address the following issues in an enterprise network environment: startup, group policy, hardware and device driver, performance, network connectivity, remote connectivity, user profile and logon, security and application.

**Exam:** Microsoft 70-685 Troubleshooting Windows 7 Enterprise

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### **For referrals or for more information, please contact:**

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