



Information and Communication Technology

Professional Certification- Information Technology (IT) Support Specialist

In the age of technology, every organization or office with at least one computer will need support from a computer savvy person. The IT Support Specialist is a technical professional responsible for the implementation, monitoring and maintenance of information systems in an organization. It is the person who provides technical support related to computer hardware and software.

What will you learn?

The certification builds competency of entry-level computer service professionals to implement functional networks, configure, manage, and support network devices. The certification prepares participant for the CompTIA IT Fundamentals examination. You will gain knowledge in the following areas:

- IT Concepts and Terminology
- Infrastructure
- Applications & Software
- Database Fundamentals
- Security

Requirements

- Currently residing in the following municipalities*
- Currently unemployed or underemployed
- Low or moderate income
- Able to communicate in Spanish and English
- Computer literate

*Geographic areas of priority attention in the recruitment of participants:

Primary group, residents from de: Maunabo, Yabucoa, San Lorenzo, Caguas, Aguas Buenas, Cidra, Comerío, Naranjito, Vega Alta, Vega Baja, Corozal, Morovis, Manatí, Barceloneta, Florida, Arecibo, Camuy, Hatillo.

Secondary group, residents from: Arroyo, Patillas, Guayama, Santa Isabel, Cayey, Aibonito, Barranquitas, Orocovis, Ciales, Jayuya, Utuado, Lares, San Sebastián, Quebradillas, Isabela.

Participants from the remaining municipalities may be considered once participants from the primary and secondary group are selected.



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