

Course Name: Computer Basics for Service Technicians

Course Overview:

As the industry grows, technology based company's needs continue to grow with emerging computer technologies. The need for the technician to be knowledgeable with computer systems has become a necessity. TESSCO Technologies has designed a course focused on the skills and knowledge required for the installers, technicians as well as new employees to effectively perform computer functions. We will fine-tune the points or products and techniques of particular importance to your importance. Our skilled instructors and staff will tailor the module to meet your requirements.

Course Length: 1 day

Who should attend?

- New Employees
- Telecom and Wireless Technicians
- Field Service Technicians
- Residential Technicians
- Installers
- Office personnel

You will learn:

- Fundamentals of Computers
- Computer Terminology
- Computer Components and Ports
- Windows Operating System Functions
- Windows Operating System Procedures
- Installation and Troubleshooting Procedures
- Protecting the computer against Spyware, Adware and Viruses

Prerequisites: None

Customizable Course: Yes

Course Content:

Computer Overview

- Terminology
- Components
 - Motherboard
 - Memory
 - Hard Drive



- CPU
- Operating System
- Ports and Connectors
 - USB
 - Ethernet
 - FireWire

Operating System Overview

- Mouse Operations
- Mouse Pointers
- Window Frames
- Menus
- Control Panel
- My Computer

Window Procedures Overview

- Windows Versions
- Hard Drive Maintenance
- Optical Drives
- Files and Folders

Networking Overview

- Wireless Networks
- Configuring Network Settings
- Sharing Files and Folders
- Sharing a Printer
- Troubleshooting Commands

Security Overview

- Spyware and Adware
- Virus Protection
- Firewalls

Extensive Hands-on Exercises throughout course

