



CAREERS
BUSINESS INSTITUTE

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IT System Support Engineer

(CompTIA A+, Network+, Security+ & Microsoft Azure)



Careers Business Institute has been empowering the community since its inception in 1991. We provide a comprehensive range of Management, Office Administration, Financial and IT courses that have been designed to help you launch your successful career. The Careers Training Group has campuses in Umhlanga Ridge and at the Chatsworth Centre in KwaZulu Natal

Microsoft
CERTIFIED
Partner




MICTSETA

Careers Business Institute – IT System Support Engineer (ITSSE)

What's an IT System Support Engineer?

An IT System Support Engineer (ITSSE) monitors and maintains computer systems and networks. The role of an ITSSE usually depends on the organization's network configuration and needs. Since COVID, organizations have been heavily dependent on computers for decision-making and operations, this has made it crucial to have a professional IT System Support Engineer for the maintenance of IT systems.



The IT System Support Engineer (ITSSE) is responsible for delivering application and technical support to end users. They are responsible for resolving support requests and to identify, diagnose and rectify any issues with Computer Hardware, Software, Services, and Applications. An ITSSE should offer reactive and proactive support to business units and take into consideration critical issues such as Cyber Security

Professionals in IT System Support Engineering (ITSSE) investigate problems and recommend effective solutions. In addition to troubleshooting technical issues, IT System Support engineers play a key role in policy-related end-user issues, servers, storage, and networking technologies. The ITSSE is a necessity for all businesses, regardless of size.

The CompTIA & Microsoft Solution

Based in America, the Computing Technology Industry Association (CompTIA) is a leading voice and advocate for the \$5 trillion global information technology ecosystem; and the estimated 75 million industry and tech professionals who design, implement, manage and safeguard the technology that powers the world's economy.



Microsoft Software is used by almost every Company Worldwide in some form. Its widespread use means it's crucial in many roles in and out of IT, making it the ultimate transferable skill. CompTIA & Microsoft are widely used Internationally & Nationally and Careers Business Institute has made sure to become an Accredited Training Partner. Careers Business Institute have been offering CompTIA & Microsoft courses for over 15 years in South Africa.

Is an ITSSE Career for me?

At Careers Business Institute we believe that anyone can study IT however we do advise that students be prepared to cover Technical subjects. If you have Self-Discipline, enjoy Problem-Solving, have Attention to detail, Good Communicational Skills and a Passion for Technology – Then you should become an IT System Support Engineer!

Careers Business Institute – IT Systems Support Engineer

IT Systems Support Certification at Careers Business Institute

This Combined Certification draws from both Microsoft & CompTIA. As a 1 year full time course it's perfect for students who are looking for an easy path into the IT Industry both nationally & internationally.

CompTIA A+ (Core), CompTIA Network+, CompTIA Security+ & Microsoft Azure make up the Core modules of the IT System Support Engineer (ITSSE) Certification

The critical skills taught in the above modules allow students to specialize in PC Support, Networking, Cyber Security & Microsoft Cloud computing.



Students also have the option of continuing their studies through CompTIA programs offered at Careers Business Institute. Do you wish to focus your career on the field of Cyber Security? Why not join the CompTIA CySA+ and become a Certified Cyber Security Analyst? Interested in Data Science, Software Development, AI, Coding & Application building? You can take that next step! Contact a Careers Business Institute Campus to find more about these courses and their requirements!

I'm ITSSE Certified, What's next for me?

Certified IT System Support Engineers have a wide range of Career Opportunities available. Below we have listed some of the more freely available jobs for an ITSSE

- IT Systems Engineer
- IT Support Engineer
- Network Engineer
- IT Technical Consultant
- Cloud Computing Specialist



Minimum Requirements & Details

Minimum Requirements: Grade 10 or 16 years+

Full - Time: 12 months (Part time also available)

Includes FREE i5 Laptop & Microsoft (MCSE) Certification!

Exam Code: A+ (Core) (220-1001 & 220-1002).

Exam Code: Network+ (N10-007). Exam Code:

Security+ (SYO-701) – (Optional CompTIA Exams)

Done with ITSSE? Join the Cyber Security Expert Certification. Specialize in Cyber Security! IT System Support NQF 5 Certification included!

Module Breakdown: CompTIA A+

- Installing and Configuring PC Components
- Network Infrastructure Concepts
- Supporting and Troubleshooting Laptops and Mobile Devices
- Implementing Client Virtualization and Cloud Computing
- Supporting Operating Systems
- Installing, Maintaining and Configuring Operating Systems
- Managing Users, Workstations and Shared Resources
- Security Concepts and Troubleshooting Security Issues
- Securing Workstations and Data
- Implementing Operational Procedures
- File management

Module Breakdown: CompTIA N+

- Network Fundamentals
- The OSI Model
- Major Network Operating Systems
- TCP/IP Fundamentals
- TCP/IP Utilities
- Network Installation and Upgrades
- Network Remote Access
- Network Administration
- Network Security
- Fault Tolerance and Disaster Recovery
- Configuring and Troubleshooting Networks

Module Breakdown: Security+

- Identifying Security Fundamentals
- Analyzing Risk
- Identifying Security Threats
- Conducting Security Assessments
- Implementing Host and Software Security
- Implementing Network Security
- Managing Identity and Access
- Implementing Cryptography
- Implementing Operational Security
- Addressing Security Issues
- Ensuring Business Continuity

Module Breakdown: Microsoft Azure Fundamentals

- Description & Understanding of Microsoft Cloud Concepts
- Description & Understanding of Azure Services
- Understand Core Solutions & Management tools offered by Azure
- Understand General Cloud Security measures
- Identity, Governance, Privacy & Compliance features
- Understand Azure Cost Management and Service Level Agreements

Course Fees

Careers Business Institute have developed easy payment options for all courses. Please enquire for a full fee schedule!