



❖ Course Description

ASK PC CTSE (**Level2**) course is an advanced certification in Computer Technical Support and Troubleshooting. This level includes advanced troubleshooting and technical support modules in both Hardware and software. Successfully completing this level in addition to Technical Support level 1 and Networking level 1 will help you get the (Computer Networking and Technical Support Diploma - **CNT**).

❖ Type of Delivery

E-Learning OR

Instructor-led training by certified instructor

❖ Duration

100 hours

❖ Training Benefits

- ✓ Study Guides (Soft Copy)
- ✓ Professional Presentations
- ✓ Video Demos & Tutorials
- ✓ Activities and practice
- ✓ Exam & Project
- ✓ ASK PC CTSE (Level2) Certificate
- ✓ IEEE CEUs certificate

❖ Course Contents

ASK PC CTSE (**Level 2**) is an advanced certificate in ASK PC Professional Technical Support series. It is suitable for people with intermediate IT knowledge who are willing to work as a technical support engineer. It concentrates on advanced modules in Hardware, Software, and operating system support and troubleshooting. We believe that Technical Support Engineers should understand the theory, science, and practice behind computers. A Driver shouldn't be a good one unless he knows how car works! And that also correct for computer technicians.

❖ A few of the covered topics are

- All materials covered in [CTSP](#) Certification
- Introduction to Computer History
- Digital Design Principles
- The Von Neumann Computer Architecture
- Understanding Computer Memory and its types
- Busses, RAM, ROM and Cache
- Asynchronous v. Synchronous Memory
- Permanent memory Types
- Physical Characteristics of HD Drives
- SMART Technology
- Central Processing Unit
- Fetch/Execute Cycle
- Data Representation in computer
- Components of microcomputer system unit
- Simple Example of CPU operation
- Introduction to Operating System Design
- Multiprocessing, multiprogramming and time-sharing
- Principles of memory management
- Networking Fundamentals
- Advanced Windows Vista and 7 troubleshooting

❖ **Prerequisites**

Student should be familiar with the materials covered in Technical Support certificate (**Level 1**), Networking **Level 1**, or equivalent knowledge.

❖ **Recommended references**

These references are recommended for reading but student handouts and presentations will be available during the course.

- Computers: Tools for Information Age 8th Edition
- Computer Organization and Design Fundamentals, David Tarnoff

Check our security training and courses:



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