



DAP – Desktop Support and Applications Specialist Program

The Microsoft Certified Desktop Support Technician (MCDST) certification will get you started in your IT career by ensuring you have the skills to successfully support end-users who run software applications such as Outlook, Microsoft Word, Excel, Access, etc. troubleshooting desktop environments that run on the Microsoft Windows operating system. You will be prepared to sit for the national certification exam to become a Microsoft Certified Desktop Support Technician. MCDSTs are employed as PC/Application Support Specialists, Technical Support Representative/Specialists, and Desktop Applications Specialists among others! MCDSTs are not expected to possess network administration skills.

MCDSTs use excellent customer service skills to educate users and solve hardware or software operation and application problems on the Microsoft Windows desktop operating system. Individuals may perform the following tasks:

- ◆ Perform trouble shooting
- ◆ Provide helpdesk and technical support
- ◆ Provide facilitation and customer service
- ◆ Perform hardware and software installation
- ◆ Perform configuration and upgrades for Windows XP desktop operating system and the Microsoft Office system to support end users on the desktop

Benefits of becoming an MCDST:

- ◆ Industry recognition of knowledge and proficiency with Microsoft products and technology
- ◆ Certification that is internationally recognizable
- ◆ Increase marketability in the workplace
- ◆ Potential for increased salary

Prerequisite: Basic knowledge of Windows XP, office applications, Internet and e-mail. For those without basic computer skills- take NCIS 106, or the following on-line courses: Learning Windows XP (LearnKey) or Intro to Windows XP (Ed2Go) and Office 2003 Professional Series (Learn Key)

Course dates: Typically offered each term two evenings per week and Saturdays for 4 weeks.

\$1995 – includes training, Microsoft Official Curriculum, exam preparation, exam test vouchers and career planning assistance.

Students should also have good working knowledge of Office applications and Outlook. Additional course options will be available for those who need it (not included with program).

For more information: See the LCCC Continuing Education course schedule. For further questions, contact Carrie at (440) 366-7405 or cherinq@lorainccc.edu.