



 **MICROSOFT CERTIFIED
DESKTOP SUPPORT TECHNICIAN
TRAINING PROGRAM**

The Microsoft Certified Desktop Support Technician (MCSDT) credential is the premier certification for IT professionals who support end users and troubleshoot desktop environments running on the Microsoft Windows operating system. Our MCSDT certification prep program will prepare students for the national certification exam to become a Microsoft Certified Desktop Support Technician. MCSDTs are employed as Help Desk Technicians, Customer Support Representatives, PC Support Specialists, Technical Support Representatives and Technical Support Specialists.

SEPT 20 - OCT 28

Monday - Friday
9:00am - 2:00pm
Ragsdale building room 104

HOURS & COST

123 hours of instruction
\$175 per student

REQUIRED TEXTBOOKS

MCDST textbook (70-271)
and MCDST textbook (70-272)

COURSE DESCRIPTION

Students will complete courses designed to develop proficiency in the use of integrated software, configuring and troubleshooting Microsoft Office operating systems and applications and other IT support related topics. Training is also provided in employability skills. Students have the opportunity to earn a Career Readiness Certification (CRC) credential. The Career Readiness Certificate examination fee is \$30.

TO REGISTER,
or for more information,
CALL (910) 938-6294



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