



DVS Program

Information Technology Support (5885)

18 months
1800 hours
Courses: 1560 hours
Internships (2): 240 hours

Following the achievement of the objectives set within the program framework and upon the completion of all courses, including the internships, the student will obtain a Diploma of Vocational Studies (DVS) recognized by the Quebec Ministry of Education.

This program will prepare students to practice the trade or occupation of information technology support technician.

Employment prospects:
Information system design, information industries, public administration and related services in private or public sector organizations.

Leading to a DVS, graduates will be able to perform the following tasks:

- Solve problems and respond to computer-related requests
- Assist clients and users
- Provide in-person or remote support
- Understand the hardware and software aspects of systems such as laptop and desktop computers, peripherals, tablets, smartphones, servers and networks
- Carry out periodic maintenance and install new equipment

Skills

- Work with a broad variety of recent, ageing or sometimes obsolete equipment and systems.
- Carry out research and update their knowledge on an ongoing basis.
- Demonstrate autonomy, versatility and problem-solving skills.

Study Program and Courses

- Determine their suitability for the occupation and the training process - 30h
- Use office software - 90h
- Install and configure operating systems - 120h
- Apply a method to solve computing problems - 45h
- Interact in work situations - 30h
- Assemble and install computer terminals - 105h
- Install and configure local networks - 105h
- Manage hardware and software computing resources - 45h
- Ensure that peripherals function properly - 75h
- Communicate in French during information technology support activities - 75h
- Ensure that mobile devices function properly - 75h
- Start working in the occupation - 120h
- Use system commands and a scripting language - 75h
- Use virtualization environments - 75h
- Use servers to manage access to network resources - 120h
- Use a database management system - 90h
- Deploy software - 60h
- Apply a technical support process for clients - 75h
- Carry out maintenance and monitoring interventions on servers and networks - 75h
- Carry out support interventions in connection with communication and collaborative tools - 90h
- Restore and optimize computer terminals - 105h
- Enter the workforce - 120h



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