



## CompTIA System Support Specialist (CSSS) (NFQ Level 5: Diploma in Systems Support) (CompTIA A+ and Linux+)

### Course Overview

The information Technology (IT) sectors are constantly evolving. New technologies are rapidly replacing older systems, and there is an increasing need for appropriately skilled systems support specialists/experts for maintenance of helpdesk activities and relevant issues (such as software problems, network outages, and hardware failures) that affect end users. This includes designing, developing and upgrading existing systems, creation and maintenance of user accounts, monitoring the systems and performing various types of automation.

The CompTIA A+ certification is an entry-level/foundation qualification for the IT industry and is designed to ensure a basic understanding of hardware, networking, and computer systems as well as the relevant operational skills. The CompTIA Linux+ certification ensures capacity development for successful installation, configuration, and maintenance of Linux systems, monitoring system performance in compliance with security standards as well as resolving problems associated with the operating system's servers, hardware, applications, and software.

Both A+ and Linux+ courses will enable students to gain the knowledge and applied skills required for managing the flow and the optimization of day-to-day workplace activities based on different requirements. Completion of both will be required to become a CompTIA-certified System Support Specialist (CSSS). The learning materials provided will allow students to study for and pass both CompTIA A+ and Linux+ exams, leading to their qualification as a System Support Specialist.

### Course format

The two courses contained in this infrastructure path are:

- CompTIA A+ 220-1001 (Core 1) and 220-1002 (Core 2)
- CompTIA Linux+ (XK0-004)

This course is designed not only for beginners who are seeking foundational knowledge for reaching intermediate level (NFQ Level 5 equivalent) but also for intermediate learners intending to progress to advanced certification courses such as CompTIA Secure Infrastructure Specialist (CSIS) and CompTIA Linux Network Professional (CLNP).

The course will be delivered as either a Face-to-Face (in-classroom) or Virtual Classroom (instructor-led, real time) format and/or a Blended Learning environment. In addition to classes and hands-on training, course material/handouts will be accessible to students for further study either as hard copy (charge may apply) and/or online (Virtuline Hub). In addition, several sample tests, practical exercises/lab work, guided and self-paced study sessions, online problem-solving exercises etc. will be arranged by the instructor to assist in exam preparation and the student's final certification as a System Support Specialist.

### Entry level

The course is designed for students, professionals, and avid learners with a background of 0 to 2 years of experience in the field of IT.

### Modules

CompTIA A+	CompTIA Linux +
Module 1: CompTIA A+ Hardware	Module 1: CompTIA Linux+ Instructions
Module 2: CompTIA A+ Networking	Module 2: CompTIA Linux+ Managing Software
Module 3: CompTIA A+ Mobile Devices	Module 3: CompTIA Linux+ Configuring Hardware
Module 4: CompTIA A+ Hardware and Network Troubleshooting	Module 4: CompTIA Linux+ Managing Files
Module 5: CompTIA A+ Windows Operating Systems	Module 5: CompTIA Linux+ Booting Files
Module 6: CompTIA A+ Other Operating Systems and Technologies	Module 6: CompTIA Linux+ X
Module 7: CompTIA A+ Security	Module 7: CompTIA Linux+ Admin
Module 8: CompTIA A+ Software Troubleshooting	Module 8: CompTIA Linux+ Basic Networking
Module 9: CompTIA A+ Operational Procedures	Module 9: CompTIA Linux+ Scripts
	Module 10: CompTIA Linux+ Security



## Learning outcomes

This infrastructure pathway will enable students to set up hardware and software, install operating systems, upgrade hardware, install software and Linux systems, configure systems and networking, and write appropriate scripts for system automation to perform routine maintenance, permission checks, etc. This includes how to:

- Demonstrate baseline security skills for IT support professionals.
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software.
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting.
- Support basic IT infrastructure and networking and configure and support PC, mobile and IoT device hardware.
- Implement basic data backup and recovery methods and apply data storage and management best practices.
- Work on the UNIX command line.
- Configure kernel modules, network settings, storage, cloud, and virtualization technology.
- Manage software and services, explain the role of the server, task scheduling, and the use and operation of Linux devices.
- Understand best practices for authorization and authentication, firewalls, and document management.
- Analyze system attributes and processes and troubleshoot user, application, and hardware issues.
- Run Basic Bash Script, Versioning and Orchestration Process Using git.

## Opportunities

- Field Service Technician
- Help Desk Technician
- IT Specialist.
- Technical Support Specialist.
- IT Support Manager.
- Linux Database Administrator
- Linux Administrator
- Network Administrator
- Web Administrator
- Systems administrator
- Technical support specialist

## Credentials

After completion of A+ and Linux+ exams, CompTIA will issue digital certification badge(s) from Credly and grant the respective stackable certification(s) automatically via certmetrics. Student will have the global recognition as a CSSS. Students will obtain a course completion certificate from PCD with an Irish NFQ Level 5 equivalent credentials, which can be carried over to take the remaining courses to obtain a Level 6 equivalent qualification. The CompTIA credential will not only make you workplace ready but also facilitate further progress by allowing you to take other advanced courses such as CompTIA Security+ and Cloud+, enabling you to become a relevant professional and expert.

## Course duration

**Standard:** 6 months (Flexible: weekdays/weekends; mornings/afternoons/evenings)

**Intensive:** 1-2 weeks in each 3-month period to complete by 6 months.

- A class routine will be available a month before starting the classes.
- A minimum number of students' enrolment is required to start the course.