

Certificate of Completion

Trey Brown

has satisfactorily completed the requirements of the Continuing Education Course

Network Support Specialist: Cisco Technical

earning 20 Continuing Education Units
(200 Contact Hours)

Awarded September 29, 2014


Executive Vice President, WEDD



Instructor

COMPETENCIES MASTERED FOR THE NETWORK SUPPORT SPECIALIST (NSS) PROGRAM

A. IT ESSENTIALS PROGRAM (A+)	
IT Essentials introduction to the computer hardware and software skills needed to help meet the growing demand for entry-level computer support professionals.	
62 Contact Hours	Fundamentals of computer hardware and software
	Concepts of security, networking, and the responsibilities of an entry-level computer support professional.
	Working knowledge of how computers operate
	Develop critical thinking & complex problem-solving skills
	Practical application of skills to install and upgrade hardware / software
B. CISCO CERTIFIED NETWORK ASSOCIATE ROUTING & SWITCHING	
Teaches comprehensive networking concepts and skills.	
92.5 Contact Hours	Working knowledge of how to install, operate, configure, and verify a
	Working knowledge of how to configure a LAN switch and an IP Router
	Able to identify basic security threats
	An understanding of redundant topologies
	Working knowledge of how to troubleshoot common network issues
	Working knowledge of how to connect to a wide-area network (WAN)
	Able to establish a GRE Tunnel and a Frame Relay WAN
	Working knowledge of how to implement, configure, and troubleshoot
	Familiarization with device management and CISCO licensing
Working knowledge of how to configure and troubleshoot Basic SNMP and Syslog	
C. CISCO CERTIFIED NETWORK ASSOCIATE WIRELESS (CCNAW)	
Provides associate-level knowledge and skills to design, install, configure, monitor, and conduct basic troubleshooting tasks of a Cisco WLAN in SMB and Enterprise installations.	
45.5 Contact Hours	Able to configure Wireless Security on Controllers and Clients
	Working knowledge of how to centralize WLAN Authentication
	Working knowledge of the basics of Cisco Unified Wireless Network
	Able to establish IEEE 802.11 Security
	Working knowledge of how to manage Authentication and Encryption w/WPA and WPA2
	Able to configure a Controller
	Working knowledge of Wireless Networks and Topologies
	Working knowledge of Wireless LANs RF Principles
	Working knowledge of how to work with Clean Air in Cisco WCS
	Working knowledge of Spread Spectrum Technologies
Working knowledge of Non-802.11 Wireless Technologies and their impact on WLANs	
D. WORK-READINESS SKILLS	
Understands the importance of skills required to acquire and retain employment.	
200 Contact Hours	Successfully completed the 4-week internship/shadowing experience
	Completed resume and cover letter
	Understands behavioral-based interviewing
	Understands how to conduct an effective job search
	Effectively works with cohort members

Tri-C WEDD IT Companies

