

3 Part Technology Training Program for High School Students

Helping students become future-ready with high-value, industry-recognized certifications

PATHWAYS FOR SUCCESS

Increase career and college readiness with industry certifications.

Develop technology skills that are beneficial for a lifetime.

Earn college credits to reduce the time and cost of college.

Train to be a Technical Support Specialist

Tech Support Specialists troubleshoot software, fix operating systems, rebuild computers and perform general maintenance on devices. With the computers and technology constantly changing and growing tech support specialist skills are in high demand!

No cost to the school or student, if eligible.

PART 1 IN HIGH SCHOOL	8 Weeks	NPTH 110: Foundations in Information Technology Certification: CompTIA IT Fundamentals College Credits: 2
PART 2 IN HIGH SCHOOL	10 Weeks	NPTH 120: Fundamentals of Productivity Software Certification: MOS Excel, MOS Outlook College Credits: 3
PART 3 AFTER HIGH SCHOOL	4 Months	NPTH 101: Fundamentals of Communication Software NPTH 130: Technical Support for the Modern Enterprise NPTH 401: Technical Support Specialist Project NPTH 1000: Business Skills Workshops Certification: MOS Word, MOS PPT, CompTIA A+ College Credits: 3

Students can earn up 6 industry certifications and 8 college credits in the full program. Career services support is provided upon completing the full program.

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PART 1 | Foundations in Information Technology (NPTH 110)

The course focuses on the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. Students learn about configuring operating systems, file and folder management, networks, and network configuration, and the role of the OSI model in networking and troubleshooting. A fundamental understanding of computer hardware, operating systems, computer application software, networking technologies and protocols, web browsers, identifying security risks, troubleshooting errors, and system maintenance is gained. The course also includes an exploration of cutting-edge technologies such as cloud computing and virtualization.

Certifications: CompTIA IT Fundamentals | 2 College Credits

PART 2 | The Fundamentals of Productivity Software (NPTH 120)

Learn the skills needed to increase productivity with data management, scheduling, and email management in Microsoft Excel and Outlook in this course.

Certifications: Microsoft Office Specialist: Excel and Outlook | 3 College Credits

PART 3 | Technical Support Specialist Series (NPTH 101, 130, 401 and 1000)

Limited to the students who have completed Part 1 and 2

Section 1 | Fundamentals of Communication Software (NPTH 101)

This course develops the skills to format, design, and produce documents and presentations with Microsoft Word and PowerPoint.

Certifications: Microsoft Office Specialist: Microsoft Word and Microsoft PowerPoint

Section 2 | Technical Support for the Modern Enterprise (NPTH 130)

Confidently handle the most challenging technical support issues across a variety of computer hardware and operating systems. The course covers the essential principles of installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, and preventative maintenance on desktop and laptop computers. Elements of the customer service and communication skills necessary to work with clients while providing technical support are also explored.

Certification: CompTIA A+ | 3 College Credits

Section 3 | Technical Support Specialist Project (NPTH 401)

Students work to resolve a series of technical issues with varying degrees of difficulty within an allotted time frame. Learn to use a ticketing system to document the various technical issues encountered, methodology followed, and resolution steps taken to fix the problems.

Section 4 | Business Skills Workshops (NPTH 1000)

This course focuses on the business or “soft” skills that allow people to interact effectively and productively; skills like collaboration, communication, emotional intelligence, and time management.



Email: Danielle Schaufert at DSchaufert@HarrisburgU.edu for registration and questions.

<https://enrichment.HarrisburgU.edu/nupaths-2/>