



IT 1000

IT Support Professional



MedCerts
A Stride Company

Call us anytime 
800.734.1175

TUITION	DURATION	TARGET CERTIFICATIONS	ISSUING AUTHORITIES	REQUIREMENTS
\$4,000	10 weeks	CompTIA IT Fundamentals (ITF+) CompTIA A+ (A+)		High School Diploma or GED

PROGRAM DETAILS

Our IT Support Professional certification program is perfect for the individual looking to take the first step on a pathway toward a career in IT. You will gain an understanding of the core components that make up the IT landscape and then advance into technical training. Plus, proper customer service skills. This IT Support training program is built of three courses: The IT Professional Skills, and Ethics in the Age of AI, Fundamentals of IT and A+ Comprehensive.

The IT Professional Skills, and Ethics in the Age of AI course prepares IT enthusiasts with essential soft skills, focusing on effective communication, problem-solving, time management and adaptability in the context of AI and modern technology.

In the Fundamentals of IT course, you'll learn the basics of computer hardware, software, mobile computing, networking, troubleshooting and emerging technologies. Additional topics include configuring operating systems, file and folder management, networks and network configuration and the role of the OSI model in networking and troubleshooting. This course ultimately prepares students for the CompTIA IT Fundamentals certificate exam.

The A+ Comprehensive course provides training focused on the fundamentals of computer technology, networking and security. Plus, you'll learn about cutting-edge technologies such as cloud computing and virtualization.

After successfully finishing this program, you will be prepared for CompTIA's A+ and IT Fundamentals (ITF+) exams and will have built a solid foundation for a long career in IT.

CAREER SERVICES

For all MedCerts Students that are not affiliated with an employer partner, you also have the added benefit of Job Search Assistance including guidance with resume building, networking, interviewing, and job search tips.

ATTAINABLE CAREERS

- PC Support Technician
- Network Support Technician
- Helpdesk Specialist
- Desktop Support Specialist
- Technical & Software Support Specialist

Throughout the IT Support Professional program, students will learn the skills to:

- ✓ Maintain, support and work efficiently with computers
- ✓ Understand the fundamentals of computer technology, networking and IT security
- ✓ Set up basic security, software updates and wireless devices
- ✓ Identify hardware, peripheral, network, and security components
- ✓ Know how to perform proper computer safety procedures and best practices

While MedCerts training and related target certifications may be accepted and/or approved by your state of residency, employers reserve the right to dictate pre-requisite education, experience, or certification/licensure requirements for their positions. These requirements may exclude a MedCerts graduate from eligibility. We strongly advise students to research target job posts from area employers and relevant state requirements, barriers or restrictions to ensure eligibility upon graduation.

Some training programs and/or certifications may not be accepted in your state, please review our [State Restriction](#) page to confirm eligibility



TARGET CERTIFICATIONS

Certifications	Issuing Authority	Exam Details
CompTIA IT Fundamentals	Computing Technology Industry Association (CompTIA)	75 multiple choice questions Time limit: 60 minutes
CompTIA A+	Computing Technology Industry Association (CompTIA)	90 multiple choice and drag & drop questions Time limit: 90 minutes

Course Code	Title	Hours	Weeks	Course Materials (Included)
IT-1013	IT Professional Skills, and Ethics in the Age of AI	16	1	None
IT-1011	CompTIA IT Fundamentals	48	3	None
IT-2012	A+ Comprehensive	96	6	None

EXPERIENTIAL/CLINICAL COMPONENT:

Experiential/Clinical Component Requirements (not a requirement for IT-1000 IT Support Professional program) – Once students complete this program, they will be able to immediately start working with Career Services at MedCerts.

CRIMINAL BACKGROUND CHECKS AND DRUG SCREENING POLICY:

MedCerts does not perform criminal background checks, nor do we test students for illicit drug use. Please be advised that while MedCerts does not perform these checks, the student's drug, criminal, or immunization status may prevent clinical/externship placement and future employment as a healthcare or IT professionals. Externship sites, employers, and State Boards of Pharmacy or other regulatory boards have regulations about immunizations, drug use, and criminal backgrounds. Regulatory boards, externship sites, employers, and other organizations that may require these screenings for placement, and adverse results may prohibit you from moving forward in the program. Candidates with a felony conviction are not eligible to participate in ANY MedCerts program that includes the Pharmacy Technician certification as a primary or secondary certification

The student understands that MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.



Upon 100% completion of this program, students will receive a "MedCerts Certificate of Completion." This is proof of completion of training but isn't a nationally recognized certification. Students are expected to take and pass the national certification exam through the issuing authority for recognized certification in their field.

Please carefully review the above program specific information and contact your Student Success Advisor if you have any questions or require further clarification of the contents.