



IT 2000

IT Helpdesk Administrator



MedCerts
A Stride Company

Call us anytime 
800.734.1175

TUITION	DURATION	TARGET CERTIFICATIONS	ISSUING AUTHORITIES	REQUIREMENTS
\$4,000	13 weeks	CompTIA A+ CompTIA Net+		High School Diploma or GED

PROGRAM DETAILS

A Helpdesk certification provides a strong base for a long career in IT. This program is comprised of three courses: IT Professional Skills, and Ethics in the Age of AI, A+ Comprehensive and Network+ to prepare you to start a career as an IT Helpdesk Administrator. Through these three courses, you will gain the skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis and preventative maintenance.

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.

The A+ certification shows technical ability and signifies the competence to support a wide variety of hardware and software. Network+ certification validates that you have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support.

This Helpdesk Admin program provides you with the knowledge to sit for three international certification exams. Two exams make up the A+ certification, and one exam leads to Network+ certification. The registration and cost for both A+ certification exams and the Network+ exam are covered by MedCerts.





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

- Desktop Support Specialist
- Network Administrator
- PC Technician

Throughout the IT Helpdesk Administrator program, students will learn the skills to:

-  Troubleshoot basic network infrastructure, using common ports and networking protocols
-  Install, configure, upgrade, and maintain PC workstations and SOHO networks
-  Manage wired and wireless networks
-  Troubleshoot performance and connectivity issues related to PC's and networks

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 A+	Computing Technology Industry Association (CompTIA)	90 multiple choice and drag & drop questions Time limit: 90 minutes
CompTIA Network+	Computing Technology Industry Association (CompTIA)	90 multiple choice and performance-based 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-2012	A+ Comprehensive	96	6	None
IT-2013	Network+	96	6	None

EXPERIENTIAL/CLINICAL COMPONENT:

Experiential/Clinical Component Requirements (not a requirement for IT-2000 IT Helpdesk Administrator 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.