FACULTY OF APPLIED SCIENCE & TECHNOLOGY

Computer Systems Technician – Information Technology Infrastructure and Services

Develop a specialized skill set that combines technological expertise with critical thinking and problem-solving abilities.

Ontario College Diploma

Program Code: PSITC

Full-time | Davis Campus | Co-op | 2 yrs (4 semesters)

▶ **Play a critical role in today's IT industry.**

Hands-on emphasis

The Computer Systems Technician – Information Technology Infrastructure and Services program emphasizes hands-on IT learning via labs, simulators and projects. As a balanced offering, part of the program covers "soft skills" such as customer support, team-based work, leadership, entrepreneurship and communication.

Hands-on experience

Get direct experience in all areas of client and server hardware, software and networking, including:

- Network design and maintenance
- Operating systems and databases
- Website design
- Call tracking and customer service
- Network security
- Virtualization and cloud computing

Mobile computing: Anytime, anywhere

In the IT Infrastructure and Services program, you'll work on a laptop and have online access to lecture notes, assignments and other class material. You'll use OnTheHub — a multi-vendor software repository for student download and use with an academic license.

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Admission Requirements

Program Eligibility

Ontario Secondary School Diploma or equivalent, including these required courses:

• One English, Grade 12 (ENG4C or ENG4U)

plus

• Any Grade 12 math (C or U) or Grade 11 Functions (MCF3M) or Grade 11 Functions and Relations (MCR3U)

or

Mature student status.

Applicants who do not meet the admission requirements will be invited to complete pre-admission tests in mathematics and English. Applicants asked to take the test are considered for admission to Term 1 contingent on receiving a minimum grade of 60% in both the pre-admission mathematics/English tests.

Applicants lacking the Mathematics admission requirement for this program may wish to upgrade their Mathematics prior to application. For upgrading information, please contact us.

Applicants may also consider applying to our Technology Fundamentals program. Successful completion of this program will meet the Mathematics requirement and will provide a broader sense of the Science and Technology fields.

Applicant Selection

Eligible applicants are selected on the basis of previous academic achievement (the average of their six highest senior-level credits, including required courses), and/or results of pre-admission testing.

Applicants who do not meet the admission requirements for this program will be assessed and advised individually and may be considered for other, related programs.

Preparation for Application

Applicants should communicate effectively, function well in team situations, remain calm under pressure, enjoy problem solving, be interested in the computer field, and be open to new and different ways of doing things. Anyone who chooses this field will be on the leading edge of change, helping others to adapt. Prior experience with computers is highly recommended.

English Language Proficiency

All applicants whose first language is not English must meet Sheridan's English proficiency requirements.

Refer to the website for full admission requirements.

Career Opportunities

Graduates of the IT Infrastructure and Services diploma program have a highly sought-after skill set. Positions typically lead to rapid promotion within the information technology field. Students learn entrepreneurial skills that would assist those seeking to start their own IT business or consulting firm.

HERE ARE SOME SAMPLE JOB TITLES FOR THIS PROGRAM:

PC Bench Technician	System Support Analyst
Hardware Support Analyst	Technical Support Representative
Help Desk Analyst	Technical Writer
IT Trainer	Web Designer

Courses

SOME OF THE COURSES YOU CAN EXPECT TO TAKE IN YOUR PROGRAM

Web Design	Customer Service Skills
VB .net Programming	Database Management
Call Tracking and Management	Network Security

Note: See website for specific terms and course listings.

More information

Website:
sheridancollege.ca

Facebook:
facebook.com/sheridaninstitute

Twitter:
@sheridancollege

Visit us!

There's no better way to get a sense of Sheridan than with a personal visit. Book a tour and see for yourself!

tours.sheridancollege.ca

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