

IT TECHNICAL SUPPORT

The National Certificate in Information Technology Technical Support NQF Level 4 is designed to equip learners with the skills and knowledge needed to provide technical support in various IT environments. This qualification focuses on building competencies in installing, diagnosing, repairing, maintaining, and upgrading multiple computer systems and supporting equipment.

Learners will develop problem-solving techniques, run diagnostics, and perform technical support and installations. This foundational qualification enables learners to support the IT infrastructure of businesses and organisations effectively, ensuring smooth and efficient operations.

Program Outline

- Effective writing skills
- Speaking for effort
- Accessing and Using Information
- Understanding finances
- Statistics and probabilities
- Geometric shapes and motion
- Understanding computer components
- Principles of computer networks
- Operating systems
- Troubleshooting
- Standard operating procedures
- Understanding computer networking
- Customer service and complaints
- The role IT in Business

Program Details

Program Type: Occupational Certificate

SAQA ID: 78964

NQF Level: 4

Credits: 163

Study Mode: Online or classroom

Duration: 12 months

Further Information



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