

# Technical Support Specialist Certification

## Three Certification Programs Now Available at Region 20!

### Campus Level Technical Support Specialist

Five required courses and  
one elective course.

#### Required courses:

- 1) Introduction to Networking
- 2) Windows 2000 Professional/  
Windows XP Professional
- 3) Basic Troubleshooting with  
Windows 95/98/NT/2000
- 4) Video Methodologies Training
- 5) Utilization Training: Satellite-  
Delivered Programming

Choose one elective course  
from the following:

- Advanced Networking
- Windows NT/2000 Server  
Management
- Fundamentals of DNS

Completion of the six courses  
results in Campus Level Technical  
Support Specialist Certification.

**Please note:** Some courses  
require prerequisite(s). See course  
descriptions for prerequisite(s).

### District Level Technical Support Specialist

Seven required courses and  
one elective course.

#### Required courses:

- 1) Advanced Networking
- 2) Network Security
- 3) Windows XP Professional
- 4) Fundamentals of DNS
- 5) Video Methodologies  
Training
- 6) Satellite
- 7) Windows NT/2000  
Server Management

Choose one elective course  
from the following:

- Basic Troubleshooting with  
Windows 95/98/NT/2000
- Windows 2000 Professional

Completion of the eight courses  
results in District Level Technical  
Support Specialist Certification.

**Please note:** Some courses  
require prerequisite(s). See course  
descriptions for prerequisite(s).

### Advanced Technologies Technical Support Specialist

Seven required courses.

#### Required courses:

- 1) Designing Layer 3  
Switched Networks
- 2) Network Optimization
- 3) Wireless Networks
- 4) Concepts of Voice Over IP
- 5) Content Delivery  
Networks
- 6) Security Intrusion  
Detection System
- 7) Multicast Implementation  
on LANs and WANs

Completion of the six courses  
results in Advanced Technologies  
Technical Support Specialist  
Certification.

**Please note:** Prerequisite for all  
courses: Advanced Knowledge of  
Networking.

Education Service Center, Region 20 offers technical training courses designed to enhance the skills of district and campus technology support staffs. The emphasis of each course is to provide hands-on experience with computer and networking hardware, as well as sharing online and software resources to assist with technology support. To find out more about each course offered during the spring 2003, refer to the following page or the Subject Index under Technology: Technical Training. To register, complete the registration form in the back of this catalog, following the registration guidelines on the inside back cover (don't forget to list the individual workshop numbers on the registration form.) You can also register online at [www.esc20.net](http://www.esc20.net).

**For additional information please contact:**

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Infrastructure &  
Networking Services