



## ROBERT MORGAN EDUCATIONAL CENTER & TECHNICAL COLLEGE

is accredited by the Commission of the Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone: 770-396-3898 / FAX: 770-396-3790, www.council.org

### OUR VISION, MISSION AND CORE VALUES

**VISION:** RMEC & TC's sails are set on a voyage towards achieving quality academic instruction, implementation of community leadership and lifelong learning for all students.

**MISSION:** RMEC & TC is committed to impart the knowledge and skills that will facilitate the acquisition of those qualities essential to successful global employment and a productive and prosperous life.

**CORE VALUES:** Accountability, Citizenship, Flexibility, Integrity, Organizational and Personal Learning, Positive Atmosphere and Culture, Preparing Students, Professionalism, Pursuit of Excellence, Respect, and Valuing Stakeholders.

#### THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA

- |                                 |                         |
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M-DCPS does not discriminate on the basis of race, color, ethnic or national origin, religion, marital status, disability, genetic information, age, political beliefs, sexual orientation, gender, gender identity, social and family background, linguistic preference, pregnancy, citizenship status, FMLA or any other basis prohibited by law in its educational programs, services, activities, admissions or in its hiring and employment practices. Please refer to School Board Policies 1362, 1362.02, 3362, 3362.02, 4362, 4362.02, 5517 and 5517.02 for more information. For additional information about Title IX or any other discrimination/harassment concerns, contact the U.S. Department of Education Assistant Secretary for Civil Rights and/or: Executive Director/Title IX Coordinator, Office of Civil Rights Compliance, 155 NE 15 Street, Suite P-104E, Miami, Florida 33132; PH: 305-995-1580; E-mail: [crc@dadeschools.net](mailto:crc@dadeschools.net); Website: <http://hrdadeschools.net/civilrights>. The District also provides equal access to its facilities, as required by the Boy Scouts of America Equal Access Act.

# NETWORK SUPPORT SERVICES

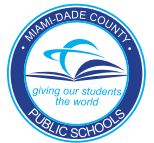
## TROUBLESHOOT LOCAL AREA NETWORKS



- TEACHING THE BASICS
- UPGRADING SKILLS
- IMPROVING PERFORMANCE
- PROVIDING NEW CAREER OPTIONS

## ROBERT MORGAN EDUCATIONAL CENTER & TECHNICAL COLLEGE

We provide the highest quality education so that all of our students are empowered to lead productive and fulfilling lives as lifelong learners and responsible citizens.



# 305.253.9920

[ROBERTMORGANTECH.NET](http://ROBERTMORGANTECH.NET)



RMECTC



@RMECTC

# NETWORK SUPPORT SERVICES

## PROGRAM OBJECTIVE

The Network Support Services program focuses on broad, transferable skills and stresses understanding and demonstration of the Information Technology Industry, planning, management, finance, technical and product skills, underlying principles of technology, labor issues, community issues and health, safety and environmental issues.

## PROGRAM CONTENT

The course content includes:

- ▶ Employability Skills
- ▶ Security and Safety
- ▶ An Introduction to Computer Components
- ▶ Laptops and Portable Devices
- ▶ Wireless Connectivity
- ▶ Environmental Concerns
- ▶ Diagnostic Tools
- ▶ General Networking Theory
- ▶ Advance Networking Concepts
- ▶ Hands-On Introduction to Network Security
- ▶ Human Relations
- ▶ Leadership
- ▶ Switch & Router Configuration
- ▶ Advanced IP Addressing Management
- ▶ Cable Management
- ▶ RAID management & configuration
- ▶ Network Topologies
- ▶ OSI & TCP/IP Model
- ▶ Routing Protocols
- ▶ Basic and Advanced Networking Concepts
- ▶ Network Hardware.

Supplemental training is also available for persons previously or currently employed in this occupation.

## ADMISSION REQUIREMENTS

- ▶ 16 years of age or older and not currently enrolled in any K-12 program
- ▶ Occupational Interest
- ▶ No specific Information Technology requirement

## COMPLETION REQUIREMENTS

The entire program is 1050 hours but students can earn a certificate upon completion of the following OCPs:

OCP	COURSE	HOURS
A	Information Technology Assistant	150
B	Computer Support Assistant	150
C	Network Support Help Desk Assistant	150
D	Network Support Administrator	150
E	Senior Network Administrator	150
F	Wireless Network Administrator	150
G	Data Communications Analyst	150

Minimum basic-skills grade levels required for awarding a Full Program Completion Certificate are 9th grade in Math, Reading, and Language on the TABE® test, or Industry Certification. Additional information can be provided by student services.

**Students are expected to complete program competencies.**

## EMPLOYMENT OPPORTUNITIES

- ▶ Computer Support Specialist
- ▶ Network Support Administrator
- ▶ Wireless Network Administrator
- ▶ Computer Support Assistant

## SALARY

According to the 2020 Bureau of Labor Statistics the median pay for an Computer Support Specialist was **\$55,510** annually or **\$25.69** per hour.

## FINANCIAL AID

Financial aid is available to those who qualify. Applicants must have a high school diploma from an accredited High School, or its equivalent. To apply, complete the Free Application for Federal Student Aid, at **www.fafsa.gov**. Questions pertaining to this matter should be directed to the Financial Aid Office.

## PROGRAM COST

- ▶ In-state residents - \$2.56 per hour (Subject to change)
- ▶ Out of state resident - \$10.25 per hour (Subject to change)
- ▶ \$15.00 application fee per trimester
- ▶ Material fee – Varies by program
- ▶ Identification fee - \$5.00 per trimester
- ▶ Liability insurance fee – Varies by program
- ▶ Students must purchase books/kits and/or uniforms, if applicable

## PROGRAM HOURS

- ▶ Monday - Friday from 8:00 a.m. to 2:00 p.m.
- ▶ Tuesday, Wednesday and Thursday from 5:00 p.m. to 10:30 p.m.