

**Withlacoochee Technical College  
2019-2020  
Technology Support Services**

**In this program you will learn:**

- Answering user inquiries regarding computer software and hardware operation to resolve problems
- Installing and performing minor repairs to hardware, software, and peripheral equipment, following design and installation specifications
- Conducting computer diagnostics to resolve problems, provide technical assistance, and make recommendations to client
- Setting up equipment for employee use, performing and ensuring proper installation of cables, operating systems, and appropriate software
- Maintaining records of daily data communication transactions, problems, and remedial actions taken and installation activities

**Industry Certifications:**

CompTIA A+, CIW Internet Business Associate

**Admissions Requirements**

- 1 Complete a WTC application & pay application fee
- 2 Take basic skills test
- 3 Apply for financial aid, *if eligible*
- 4 Meet with a counselor/career advisor
- 5 Pay non-refundable registration fee
- 6 Purchase books and supplies

**Certificate Requirements**

- 1 Attain a grade of “C” or better (2.0 GPA)
- 2 Complete the required curriculum
- 3 Settle all school debt including returning textbooks for high school students
- 4 Meet Florida Basic Skills requirements
- 5 Receive the instructor’s recommendation

If you have a disability and require accommodations, please contact Student Services. Most programs are approved for Veterans Educational Benefits. Financial Aid may be available for those who qualify.

<b>Statewide Annual Wages Based on Florida Department of Economic Opportunity</b>	
Entry	\$30,439
Experienced	\$57,207

**Employment Opportunities:**

Register at [EmployFlorida.com](http://EmployFlorida.com)  
[Onetonline.org](http://Onetonline.org) has descriptions of occupations for use by job seekers and students.

**WTC MISSION STATEMENT:** To provide the highest quality academic and technical education for current and emerging careers in a competitive workforce.

**WTC VISION STATEMENT:** To be a nationally recognized technical college of choice providing innovative high-tech education to advance the future of our community.

Campus Location: 1201 West Main Street Inverness, Florida 34450  
Phone Number: (352) 726-2430  
Visit our [website](http://www.wtcollege.org) at [www.wtcollege.org](http://www.wtcollege.org)

