

# Network Administrator

## Diploma

### Program Objective

This program provides students with the necessary skill and knowledge to plan, install, and provide routine control over and manage exceptional situations in relation to quality communications network services in an information system. It provides in-depth knowledge of evaluating communications hardware, software, and transmission service alternatives against changing business requirements, maintaining links with network suppliers, monitoring network performance, providing support for systems, localizing and rectifying faults in networks and handling non-routine user/customer problems, and providing expertise and practical assistance in delivering service that complies with statutory and other standards, as well as strategic and tactical plans.

### Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

Students must achieve a 75% average to obtain a diploma.

### Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College learning coaches.
- Online training supported by Academy of Learning College learning coaches or online instructors.

### Program Prerequisites

Candidates must be able to keyboard at a minimum speed of 25 words per minute (WPM) and have a fundamental understanding of basic computer concepts and the Internet.

### Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

### Career Opportunities

Recent studies indicate that strong growth in IT jobs, especially for skilled Computer and Network Operators, are expected over the next few years. Careers that correspond with the skills learned in this program include:

- Hardware Installation Coordinator
- Network Administrator
- Network Support Technician
- Network Operator
- Local Area Network (LAN) Administrator
- Local Area Network (LAN) Technician

### Duties and Responsibilities

Network Administrators provide day-to-day onsite administrative support for software users in a variety of work environments, including professional offices, small businesses, government, and corporations. Their duties may include:

- Maintaining, troubleshooting, and administering the use of local area networks (LANs), wide area networks (WANs), hardware, software, and related computer equipment.
- Monitoring and implementing network activities.
- Designing and configuring networks and recommending purchases of application servers, peripherals, and software.
- Evaluating and installing computer hardware, networking software, and operating system software.
- Providing problem-solving services to network users.
- Performing data backups and disaster recovery operations.



## Required Skills and Personal Attributes

- Technical/functional skills and aptitude
- Software and hardware troubleshooting skills
- Problem solving skills
- Business and management skills
- Personal/interpersonal skills
- Time management skills
- Ability to be innovative and creative
- Excellent communication and organizational skills
- Good customer service skills
- Ability to work in a team environment as well as independently
- Willingness to embrace change and new technology
- Self-motivated
- Ability to multi-task and work effectively despite possible time constraints
- Experience in the IT industry

## Competencies upon Completion

### Core Courses

- **Operating Systems**  
Advanced level of proficiency in a Windows operating system
- **Word Processing**  
Basic level of proficiency in Microsoft Word
- **Spreadsheets**  
Basic level of proficiency in Microsoft Excel
- **Database Management**  
Basic level of proficiency in Microsoft Access
- **Office Skills**  
Microsoft Outlook Level 1
- **Business Skills**  
Project Management Fundamentals Level 1, Business Correspondence Level 1, and Customer Service
- **Microsoft Certification**  
Managing Modern Desktops, Microsoft Windows Server 2012: Installing, Administering and Configuring Advanced Services
- **PC Troubleshooting**  
CompTIA A+ Certification: 220-1101 and CompTIA A+ Certification: 220-1102
- **Computer Networking**  
CompTIA Network +, CompTIA Server +, and CompTIA Security +
- **Job Readiness/Employability Skills**  
Job Search and Résumé Writing and Employment Strategies for Success