



NOC22221 – User support technician

1.0 Faculty Information

Name: Shivam Teelucksingh

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2.0 Course Information

Course Code and Title Month Year	NOC22221 – User support technicians 2023
Class Days	Any Week day
Class Time	Any time during day/night
Course Credit Hours	3
Class Location	NSRIC online platform
prerequisites and/or co-requisites	n/a
Level /A, E, H, I, K12, M, P, S, T, U, V, W	Foundational / K12

Note: The below classification of courses is related any areas of knowledge:

A: Advanced level academic level courses; **C:** Canadian Immigration Course; **E:** Executive courses; **H:** Higher-level courses (i.e., graduate courses); **I:** Intermediate courses (i.e., university preparatory courses – Grade XII+); **K12:** Foundational, and lower-level courses; **M:** Mid-level courses (i.e., undergraduate courses); **P:** Professional courses; **S:** Short/seminar courses; **T:** Training courses; **U:** Tutorial Courses; **V:** Vocational training courses; and **W:** Workshop courses.

3.0 Professor Information

Name	Shivam Teelucksingh
Title	Lecturer
Contact Information	Email: NSRIC
Office Location	NSRIC online platform
Office Hours	

4.0 TA Information

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Name	Shivam Teelucksingh
Contact Information	teelucksinghcs@gmail.com
Office Location	NSRIC online platform

5.0 Course Description

This course is designed to provide individuals with the knowledge and skills required to become proficient in user support technician role. The course is suitable for those who want to start a career in technical support or for those who want to enhance their existing skills in the field.

6.0 Course Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Demonstrate proficiency in troubleshooting hardware and software issues for end-users, using a variety of techniques and tools.
2. Provide effective customer service and communication skills to manage support tickets and resolve issues in a timely and professional manner.
3. Install and configure basic computer components and peripherals.
4. Understanding networking and mesh systems
5. Develop problem-solving skills and adapt to new technology and support requirements while maintaining professionalism, ethics, and respect for end-users, colleagues, and organizational policies and procedures.

7.0 How the course supports the attainment of the student outcomes

Student Learning Outcomes (1-6)						
1	2	3	4	5	6	
Moderate	Moderate	Moderate	Low	Moderate	Moderate	

8.0 Course Materials

Online course materials

- 1) Online PowerPoint presentation slides in pdf form, and video/audio recording of

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- lectures
- 2) Additional Course materials if any

Textbook and resources (If any)

9.0 Academic Integrity

Students are encouraged to have a look at the NSRIC's statement of academic integrity at NSRIC website. It is noted that by signing this syllabus, you will acknowledge that you have understood that any detected plagiarism should be reported.

10. Assessment for Grade

The course grade is only related to the academic courses (i.e., K12, and university level courses) based on individual and team performance as shown in Table 1:

Table 1: NSRIC grading system

Type of Assessment	Grade %
Participation/Engagement/Performance	10%
Assignments	15%
Quizzes	10%
Research Project	20%
Midterm Exam I	15%
Midterm Exam II	15%
Final Exam	15%
Total	100%

Important Note:

- i) The below classified courses (i.e., academic courses) will only be evaluated based on the grade system shown in Table 2. A grade and certificate will be issued for the student(s) and participant(s).
A: Advanced level academic level courses; **H:** Higher-level courses (i.e., graduate courses); **I:** Intermediate courses (i.e., university preparatory courses – Grade XII+); **K12:** Foundational, and lower-level courses; **M:** Mid-level courses (i.e., undergraduate courses).

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- ii) The below classified courses will **not** be evaluated based on the grade system shown in Table 2. A certificate will be issued for the student(s) and participant(s).

E: Executive courses; **P:** Professional courses; **S:** Short/seminar courses; **T:** Training courses; **U:** Tutorial Courses; **V:** Vocational training courses; and **W:** Workshop courses.

Participation/Engagement/Performance

Your participation in every aspect of the course is important for the learning process. Your engagement in every discussion in the course, due delivery of all assignments, quizzes, and research projects will be fruitful. These efforts from your side will reflect your performance in the course delivery and your commitments. This performance is the reflection of your dream grade!!

Assignments

You will be given **5 assignments** during the course delivery. The due dates for assignments are specified in the course content and schedule section. The assignments will be given time to time to solve/answer during the term. Assignments will be posted through NSRIC online platform at least one week before they are due. Due dates are given in course schedule (tentative schedule). However, in case of any special circumstance, the date will be posted beforehand or announced in class.

Quizzes

A Maximum of five quizzes (maximum of **five MCQ @ five minute**) will be taken based on class lectures and performance. The quiz will be taken in the beginning of the lecture through NSRIC online platform. If you miss the quiz without any valid official excuse, you will receive **zero** for the non-attended quiz. If any student fails to attend the quiz, he/she must submit a valid reason to the instructor. In such case, he/she should appear another quiz or may be averaged on the quizzes that he/she attended. It will depend on the situation and instructor.

Research Project and presentation

Each student will be assigned a topic related to the course material by the instructor. Each student will submit a research project report. The student will present his/her work during the class (5 min presentation + 5 min discussion). Additional information is available at term project guideline.

Midterm and Final Exams

Two midterm exams and one final exam will be taken according to the NSRIC policies and guideline. The exams would be through NSRIC online platform. The midterm and final exams dates would be announced by the course instructor/NSRIC administration.

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11. Grading Scale of the Course

Important Note:

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- iv) The below classified courses will **not** be evaluated based on the grade system shown in Table 2. A certificate will be issued for the student(s) and participant(s).
E: Executive courses; **P:** Professional courses; **S:** Short/seminar courses; **T:** Training courses; **U:** Tutorial Courses; **V:** Vocational training courses; and **W:** Workshop courses.

At the end of the term, the below Table 1 will be used for translating your marks into a “Letter Grade” based on NSRIC grading policy.

Table 2: NSRIC grading system

Marks	Letter Grade	Points	Description
≥ 93	A+	4.00	Outstanding
≥ 90	A	3.75	
≥ 87	A-	3.50	Excellent
≥ 84	B+	3.25	Very good
≥ 81	B	3.0	
≥ 78	B-	2.75	Moderately Good
≥ 75	C+	2.50	Good
≥ 72	C	2.25	
≥ 69	C-	2.0	Moderately Good
≥ 66	D+	1.75	Pass
≥ 63	D	1.50	
≥ 60	D-	1.25	Poor Pass
< 60	F	0	Failing

12.0 Advice and additional requirements

I advise you to:

- Please contact me if you need any help.

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- Students are expected to attend all scheduled online lecture classes.
- Students are expected to study from the course materials and/or textbooks which will help to easily read and understand.
- Students are encouraged to write their own notes during lectures/presentations (pdf PowerPoint presentations, and additional materials if any).
- Students are encouraged to attend online platform classes on time because late-attende disrupts the flow of the class for both the instructor and the other students.

Additional information (During Online Course offering Period)

- The PowerPoint course materials, and video lectures will be available at the NSRIC Platform.
- There will be scheduled discussion/tutorial sessions on **every Wednesday** at the class scheduled time. All students must attend this session.
- There will be an office hour for students on Sunday from 1:00 pm – 2:00 pm, Toronto, Canada time. Students need to send an email request so that a zoom meeting can be arranged. In addition, any time student can set up an online appointment (i.e., phone, zoom, and/or other mode of communications) based on availability of the course instructor. However, student should send an email request for setting up this type of meeting.

13.0 Course Topics

- **"Introduction to Computer Hardware and Software" module:**
 - I. Introduction to Computer Hardware
 - II. Introduction to Computer Software
 - III. Storage and Memory
 - IV. Input and Output Devices
 - V. Networking and Connectivity
 - VI. Maintenance and Troubleshooting
- **"Troubleshooting and Maintaining Computer Systems" module:**
 - I. Basic Troubleshooting Techniques
 - II. Hardware Troubleshooting
 - III. Software Troubleshooting
 - IV. Network Troubleshooting
 - V. Data Management and Backup
 - VI. System Maintenance and Optimization
- **"Networking Fundamentals and Best Practices" module:**
 - I. Introduction to Networking
 - II. IP Addressing and Subnetting
 - III. Network Hardware and Cabling
 - IV. Network Services and Applications

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- V. Network Security and Best Practices
- VI. Network Troubleshooting and Maintenance

"Managing and Protecting Data" module:

- I. Data Management Basics
- II. Data Backup and Recovery
- III. Data Security
- IV. Data Privacy and Compliance
- V. Cloud Computing and Data Management
- VI. Data Recovery and Disaster Recovery

"Providing Customer Support and Service" module:

- I. Customer Support Fundamentals
- II. Communication Skills for Customer Support
- III. Troubleshooting and Problem-Solving for Customer Support
- IV. Knowledge Management and Resource Utilization
- V. Customer Support Best Practices
- VI. Measuring and Improving Customer Support

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14.0 Course Contents and Schedule

Lec No.	Module	Topics	Remarks
01	Introduction	Course overview, setting expectations, and Introduction to Computer Hardware and Software	
02	Storage and Memory	Understanding what storage and memory is in a system as well as recommendations of what you need in modern systems	
03	Input and Output Devices	Understanding the types of input and output devices along with examples and devices that fall into both categories	
04	Building a Computer	Students will be shown a video of a system being built from scratch as well as programmed to run windows OS	
05	Discussion and Quiz 1	A summary and Quiz	Quiz 1
06	Maintenance and Troubleshooting	Understanding the issues that face computer systems and the steps to solve these issues in a timely manner (1)	Assignment 1 due
07	Maintenance and Troubleshooting	Understanding the issues that face computer systems and the steps to solve these issues in a timely manner (2)	Quiz 2
08	Discussion and Quiz 2	A summary and Quiz	
09		Mid Term Exam 1	9th Lecture
10	Networking Fundamentals and Best Practices	Introduction to Networking, IP addresses, Subnets and Routers and connections. (1)	
11	Networking Fundamentals and Best Practices	Introduction to Networking, IP addresses, Subnets and Routers and connections. (2)	Assignment 2 due
12	Network Troubleshooting and Maintenance	Understanding networking issues and solving them in a timely matter as well as maintenance of various networks.	
13	Discussion and Quiz 3	A summary and Quiz	Quiz 3
14	Managing and Protecting Data	An introduction to managing, securing, backing up and recovery of data. (1)	
15	Managing and Protecting Data	An introduction to managing, securing, backing up and recovery of data. (2)	Assignment 3 due
16	Discussion and Quiz 4	A summary and Quiz	
17	Providing Customer Support and Service	Fundamentals of customer service, communication skills, troubleshooting and problem solving for customer support and professionalism. (1)	

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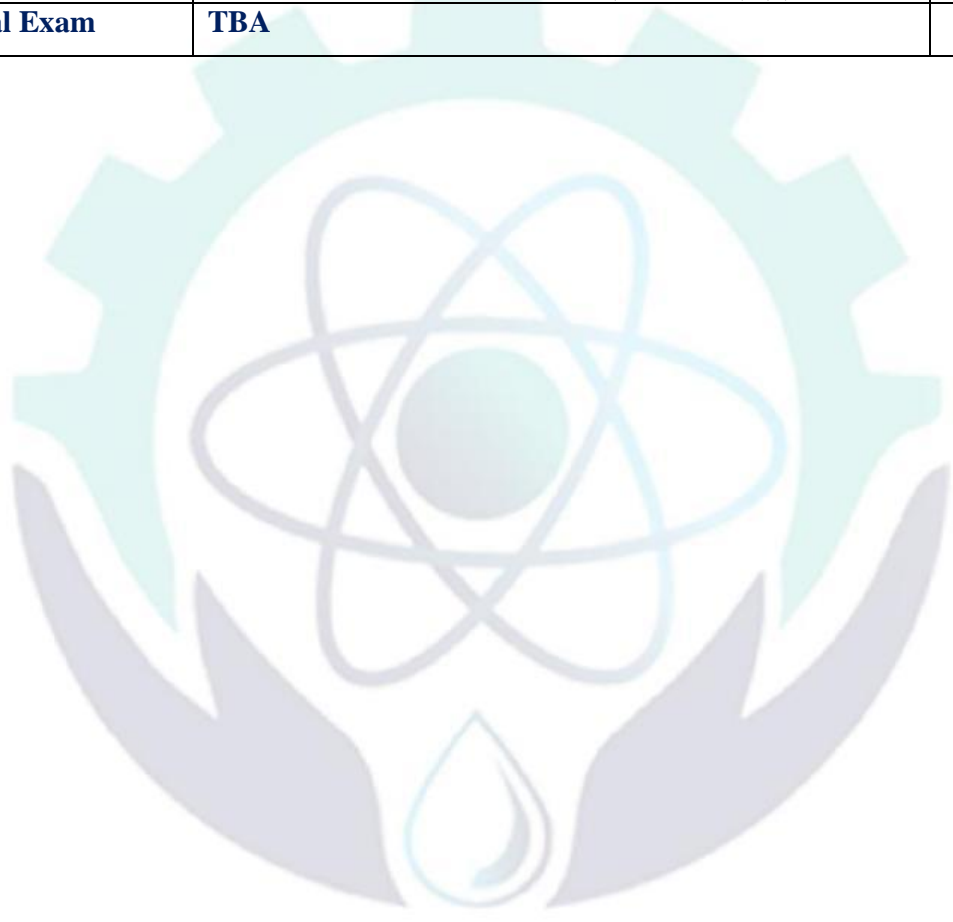
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18	Providing Customer Support and Service	Fundamentals of customer service, communication skills, troubleshooting and problem solving for customer support and professionalism. (2)	Quiz 4
19	Discussion and Quiz 4	A summary and Quiz	
20		Mid Term Exam 2	20th Lecture
21	Final Overview	A complete run through of key points and takeaways of the course and what comes next (Advanced) (1)	
	Final Overview	A complete run through of key points and takeaways of the course and what comes next (Advanced) (2)	
22	Final Exam	TBA	



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