

# Computing: Technical Support

Forth Valley College

## Venues

Alloa Campus

## Content

This course provides students with a thorough knowledge of all aspects of computing including network administration, computer hardware and support. Coursework involves concentrated study in network systems maintenance and operating systems (including Linux).

Year 1:

Computer System Fundamentals; Troubleshooting Computer Problems; Building Local Area Networks; Hardware Installation and Maintenance; Developing Software: Introduction; Team Working in Computing; Computing: Planning; Introduction to Project Management; Configuring Desktop Operating Systems; Graded Unit; Exam; Professionalism and Ethics in Computing; Managing a Web Server.

Year 2:

Client and Network Server Operating Systems; Open Source Operating Systems; Network Technology and Data Communications; Professionalism and Ethics in Computing; Troubleshooting: Desktop Operating Systems; Graded Unit; Project; Introduction to Computer Forensics; Computer Operating Systems 2 (using Linux); Providing Technical Support to Users; Mail Server Management.

## Start Date

August

## Qualification

HND

## Study Method

Full time

## Course Length

2 years

## Department

Computing

## Entry Requirements

2 Highers including Maths, Computing Science or a science or technological subject plus National 5 Maths at B (if not held at

Higher), or Foundation Apprenticeship IT: Hardware and System Support plus 1 relevant Higher, or relevant national qualifications at SCQF Level 6. An interview will form part of the selection process.

### SCQF Level

8

### Progression Routes

Year 3 of a related degree programme

### Address

Grangemouth Road  
Falkirk  
FK2 9AD

### Website

[www.forthvalley.ac.uk](http://www.forthvalley.ac.uk)