



OKLAHOMA
CareerTech

Badge Details

Name	1115 – Computer Technical Support
Description	<p>The Computer Technical Support test measures a candidate’s knowledge of how to set up and maintain a PC. It is designed for IT professionals who are responsible for end-user hardware support. This support could be face-to-face or via a help desk. It is designed for the experienced user, but an average performer in this role should pass this test.</p>
Criteria	<p><i>Candidates receiving this certification will take an exam with the following criteria:</i></p> <p>The exam is composed of 30 questions.</p> <ul style="list-style-type: none">• Backup and Recovery• Device Support Software• Hardware Components• Hardware Troubleshooting• New Hardware Installation• Peripheral Troubleshooting• Security and Biometrics