

# Information Technology Client Support

AEC –LEA.1Q



**R**ecognition of  
**A**cquired  
**C**ompetencies

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## Registration

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Online: <https://champlainrac.com/it>



## RAC- ITCS Information Session

**Date:**

**Time:**

**Location:**

**Zoom link:**

**Meeting ID:**

## RAC – ITCS Orientation

**Date:** TBD

**Time:** TBD

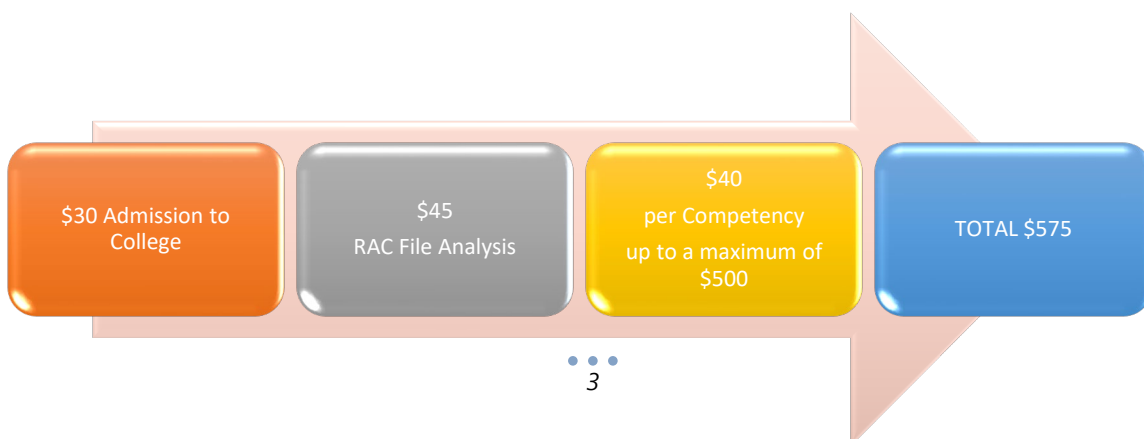
**Location:** Online

**Zoom link:**

**Meeting ID:**

## Recognition of Acquired Competencies

- 1) What is RAC?
  - a) The RAC service provides you with an opportunity to receive academic credits for skills and knowledge gained through training, life or workplace experience.  
[www.champlainrac.com](http://www.champlainrac.com)
- 2) What does RAC provide?
  - a) An official Attestation d'Études Collégiales (AEC) - recognized by the Ministère de l'Enseignement supérieur, de la Recherche, de la Science et de la Technologie
- 3) How will RAC help me?
  - a) RAC helps you avoid repeating courses and skills that you already know
  - b) RAC provides formal recognition of your competencies.
  - c) RAC improves your employability and income.
- 4) The Program in Information Technology Client Support -Is it for me?
  - a) It is for individuals with experience working in the IT industry and who need official recognition.
  - b) It is for individuals who have Service Desk competencies, but who lack elements of IT competencies.
  - c) It is for individuals who have IT competencies, but who lack elements of Service Desk competencies.
- 5) How long does it take?
  - a) Tuesday and Thursday evenings (6:30 – 9:30)
  - b) Saturdays (9:00 – 4:00)
- 6) How much does it cost?



\*additional fees may apply depending on your experience

## Steps to Become an Information Technology Client Support Specialist

- 1) Attend a RAC Information Session
  - a) Evaluate whether the RAC program is right for you.  
If so...
- 2) Schedule a meeting with a RAC Advisor to apply to the College and to analyze your file
  - a) Bring required documents
  - b) Complete admission tests (English, French, if required)
  - c) Complete the admissions form
- 3) Apply to RAC Services
  - a) Your file is evaluated for the RAC program
  - b) Complete the competency self-description form in preparation for your validation interview
- 4) Attend a Validation Interview
  - a) The content Specialist will evaluate your initial level of competencies
  - b) Recommendations may be made to you for additional training in specific competencies
  - c) Training will occur through seminars, lectures, work sessions, small groups and self-paced learning
- 5) Have your competencies evaluated
  - a) Attend seminars and class activities, consult on-line resources, or book an appointment with a Content Specialist to increase your level of expertise in competencies.
  - b) Complete evaluation activities for each competency with a Content Specialist
  - c) Successfully complete evaluations for competencies.
- 6) Obtain your AEC: Information Support Client Support LEA.1Q
  - a) This diploma is recognized throughout Canada



## Champlain College RAC Information Technology Client Support (ITCS)

### Group 1: General (6 competencies)

BJ31: Identify and apply basic communication principles and techniques

BJ0G: Identify and apply effective techniques of customer service

BJ34: Describe and apply effective techniques of teamwork

BJ4G: Effectively record information from a variety of sources (telephone, chat, email, the internet, etc.)

BJ0H: Communicate in a second language in a technical area

BJ94: Apply information technology support knowledge and skills in a work environment

### Group 2: Office Productivity Software (4 competencies)

BJ38: Effectively use the major features of and provide technical support for Microsoft Excel

BJ2G: Effectively use the major features of and provide technical support for Microsoft Word

BJ40: Effectively use the major features of and provide technical support for Microsoft PowerPoint

BJ3G: Configure, effectively use and provide technical support for Microsoft Outlook and common webmail alternatives

### Group 3: Technical Support (2 competencies)

BJ7G: Identify and explain the roles, common practices and processes in a Service Desk environment

BJ1G: Identify and apply effective problem-solving techniques and processes

### Group 4: Hardware, Software and Networking (3 competencies)

BJ5G: Identify and utilize common computer operating systems and perform basic installations

BJ6G: Identify, install and troubleshoot computer hardware components and peripherals

BJ8G: Describe fundamental networking concepts and perform basic installations and configurations of common networking devices

### Group 5: Network Operating Systems (3 competencies)

BJ9G: Setup servers and manage accounts and resources using Microsoft and Linux servers

BJ1H: Perform advanced installations, configurations and optimizations on a recent Windows client operating system (OS)

BJ2H: Support and troubleshoot a client operating system

## What to expect from an Employment Workshop?

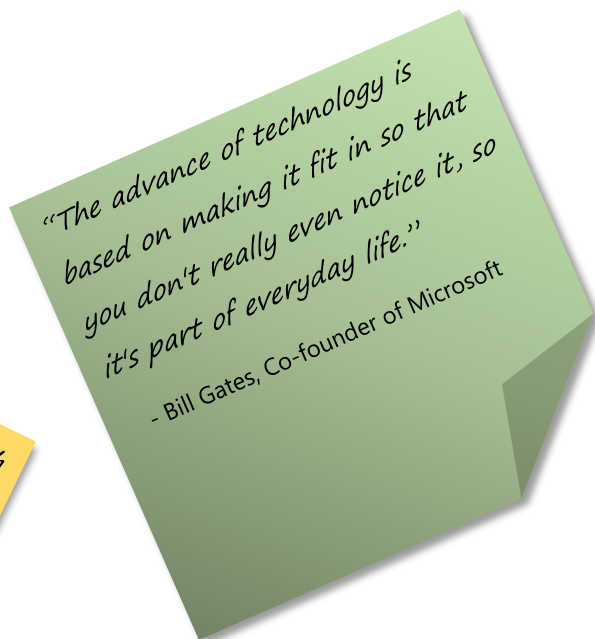
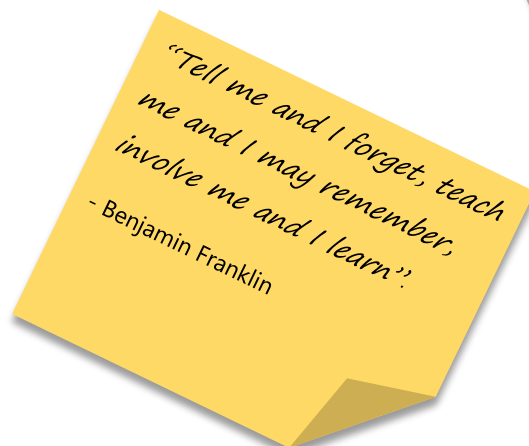
To prepare our candidates we offer one-on-one practice throughout the program to help improve interview skills, as well as help build confidence for those challenging interviews. We greatly value feedback from employers, this has made our graduates find jobs easily. One of the



important aspects of dealing with customers is having strong language skills and great customer service skills. We can help you develop those necessary skills.

## What to do when you join an Online Seminar or Evaluation

1. Make sure you are in a quiet space, away from noise and distractions.
2. Log in 15 minutes early to test your equipment.
3. Mute your microphone until instructed otherwise.
4. Adjust your camera to capture your entire face.
5. Test your virtual background, in some cases they do not work properly.
6. Test your network speed.
7. Streaming and gaming can greatly reduce your speed.
8. Add your full name to the list



## Testimonials

*"Having recently successfully completed the RAC Information Technology Client Support AEC through the college's RAC services, I wished to share my experience with future candidates. This service is nothing short of exceptional! Personally, having worked in the field of IT for the past 5 years and having no AEC to show for it, RAC allowed me to accomplish just that — in a short period of time. The seminars and activities are small, flexible and intimate and are conducted by people who are interested in your success and actually work in the IT field. I without a doubt would recommend the RAC Information Technology Client Support Service to anyone who wishes to further solidify their career in IT and have their experience officially recognized."*

-Kristy Hoobin

*"Ayant récemment complété la reconnaissance des acquis (RAC) pour le programme 'Information Technology Support', je désirais partager mon expérience avec les nouveaux candidats de cet excellent service. Celui-ci est parfaitement adapté à tous ceux ayant de l'expérience dans le domaine du support informatique. Il ne faut toutefois pas croire que c'est un raccourci pour ceux qui n'aiment pas étudier et faire des efforts! Afin d'obtenir son AEC en 3 mois il faut s'y mettre et investir de son temps mais croyez-moi, c'est un des meilleurs investissements que vous ferez! Je dois toutefois avouer que je ne suis pas quelqu'un de très académique car ce que j'aime dans la vie c'est de travailler fort dans le domaine qui m'intéresse. Ce service était donc parfait pour moi car je n'ai pas eu à passer de multiples heures en classe. Grâce aux évaluations pratiques, on m'a reconnu les compétences que j'avais déjà. Et en plus, avec les séminaires condensés qui vous expliquent en détails tous les éléments clés sur des sujets spécifiques, j'ai pu rapidement aller chercher tout ce qui me manquait. D'ailleurs pratiquement tout le matériel d'étude est disponible sur le site du collège, ce qui est très intéressant! En bref, si vous devez prouver à qui que ce soit vos compétences sur papier en informatique, et bien n'attendez plus et inscrivez-vous dès maintenant au RAC!"*

- Thierry Ouellet

## Our Dedicated Team

### **Pedagogical Advisor**

Brooke Alyea

### **Content Specialists**

Dominic Brière, Eramelinda Boquer, Sandra Leggett, Beverly Loney, Denis Perreault, Cesar Quintero, Hany Sawiris