Georgia CTAE

Information Technology Support (11.42000) (2021)

Adopted 2021

Demonstrate employability skills required by business and industry. IT-ITS-1

1. **Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.** IT-ITS-1.1
2. **Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.** IT-ITS-1.2
3. **Exhibit critical thinking and problem-solving skills to locate, analyze and apply information in career planning and employment situations.** IT-ITS-1.3
4. **Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.** IT-ITS-1.4
5. **Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team-work skills.** IT-ITS-1.5
6. **Present a professional image through appearance, behavior, and language.** IT-ITS-1.6

Apply knowledge and skills to install, configure, optimize, and upgrade printers and scanners. IT-ITS-2

1. **Identify tools and diagnostic procedures to troubleshoot printers and scanners.** IT-ITS-2.1
2. **Install and configure printers/scanners to local machine and network.** IT-ITS-2.2
3. **Gather information about printer/scanner problems and research solution options.** IT-ITS-2.3
4. **Apply identified solutions to printer/scanner problems.** IT-ITS-2.4
5. **Isolate and resolve an identified printer/scanner problem including defining the cause, applying the fix, and verifying functionality.** IT-ITS-2.5
6. **Identify appropriate tools used for troubleshooting and repairing printer/scanner problems.** IT-ITS-2.6

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Apply knowledge and skills of network devices to install and configure network devices. IT-ITS-3	1. **Install and configure physical and wireless network cards.** IT-ITS-3.1 2. **Install, identify, and obtain wired and wireless connection.** IT-ITS-3.2 3. **Identify the fundamental principles of networks.** IT-ITS-3.3 4. **Describe basic networking concepts.** IT-ITS-3.4 5. **Identify names, purposes and characteristics of the common network cables, network connectors, and for establishing connectivity.** IT-ITS-3.5 6. **Establish network connectivity.** IT-ITS-3.6 7. **Demonstrate the ability to share network resources.** IT-ITS-3.7 8. **Identify tools, diagnostic procedures and troubleshooting techniques for network devices.** IT-ITS-3.8
Identify the fundamentals and principles of security. IT-ITS-4	1. **Identify names, purposes, and characteristics of hardware and software, wireless security, and data and physical security.** IT-ITS-4.1 2. **Describe the importance and process of incident reporting.** IT-ITS-4.2 3. **Recognize and respond appropriately to social engineering situations.** IT-ITS-4.3 4. **Identify the purposes and characteristics of access control.** IT-ITS-4.4 5. **Identify the purposes and characteristics of auditing and event logging.** IT-ITS-4.5
Apply knowledge and skills to install, configure, upgrade, and optimize security. IT-ITS-5	1. **Install, configure, upgrade, and optimize hardware, software, and data security.** IT-ITS-5.1 2. **Install antivirus and malware software.** IT-ITS-5.2 3. **Identify tool, diagnostic procedures and troubleshooting techniques for security.** IT-ITS-5.3 4. **Diagnose and troubleshoot hardware, software, and data security issues.** IT-ITS-5.4 5. **Diagnose and troubleshoot software and data security issues.** IT-ITS-5.5 6. **Perform preventative maintenance for computer security.** IT-ITS-5.6 7. **Implement software security preventative maintenance techniques, such as installing service packs and patches and training users about malicious software prevention technologies.** IT-ITS-5.7

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Describe the aspects and importance of safety and environmental issues with computer support and services. IT-ITS-6	1. **Identify potential safety hazards and take preventive action to maintain a safe and environmentally clean work environment.** IT-ITS-6.1 2. **Use appropriate repair tools.** IT-ITS-6.2 3. **Describe methods to handle environmental and human (e.g., electrical, chemical, physical) accidents including incident reporting.** IT-ITS-6.3 4. **Identify potential hazards and implement proper safety procedures, including precautions and procedures, safe work environment, and equipment handling.** IT-ITS-6.4
Perform maintenance procedures on laptops and portable devices. IT-ITS-7	1. **Complete maintenance procedures on laptops and portable devices.** IT-ITS-7.1 2. **Identify appropriate applications for laptop-specific communication connections such as Bluetooth, infrared, cellular WAN and Ethernet.** IT-ITS-7.2 3. **Identify tools, basic diagnostic procedures, and troubleshooting techniques for laptops and portable devices.** IT-ITS-7.3 4. **Perform preventative maintenance on laptops and portable devices.** IT-ITS-7.4 5. **Demonstrate how to restore laptop and portable device to proper function mode.** IT-ITS-7.5
Use job-related professional behavior in language, interaction and communication including notation of privacy, confidentiality, and respect for the customer property. IT-ITS-8	1. **Demonstrate professional behavior towards customers in language, personal interaction (in person, phone, video conference), and communication methods.** IT-ITS-8.1 2. **Research privacy laws and legal actions for accessing, sharing, and reporting customer data.** IT-ITS-8.2 3. **Establish a professional policy for handling privacy, confidentiality, and customer data.** IT-ITS-8.3 4. **Model professional behavior towards customer's property when completing work.** IT-ITS-8.4 5. **Display good communication skills and professionalism while working with customers.** IT-ITS-8.5 6. **Clarify customer statements by asking pertinent questions related to expected job performance using language customer can understand.** IT-ITS-8.6
Organize personal online career portfolio for specific career int Skip to main content	1. **Review and update résumé to reflect new knowledge and skills master and additional work experience.** IT-ITS-9.1 **Organize folders within the portfolio to reflect specific careers of interest, including résumé, targeted cover letter, and artifacts relevant to the specific**

career. IT-ITS-9.2

3. **Update all current items in the portfolio.** IT-ITS-9.3
4. **Identify and upload additional industry-appropriate artifacts reflective of mastered skills throughout this course. Write and include a reflective entry for each artifact discussing steps taken, problems encountered and how they were overcome, and other pertinent information about the learning.** IT-ITS-9.4
5. **Polish all entries in the online career portfolio to ensure accuracy and professionalism as expected from employers.** IT-ITS-9.5
6. **Conduct a job search and share the appropriate folder with the potential employer.** IT-ITS-9.6

Explore how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, entrepreneurship development, and competitive events. IT-ITS-10

1. **Explain the goals, mission, and objectives of Future Business Leaders of America (FBLA) and/or Technology Student Association (TSA) and/or SkillsUSA.** IT-ITS-10.1
2. **Explore the impact and opportunities a student organization (FBLA, TSA, SkillsUSA) can develop to bring business and education together in a positive working relationship through innovative leadership and career development programs.** IT-ITS-10.2
3. **Explore the local, state, and national opportunities available to students through participation in related student organizations (FBLA, TSA, SkillsUSA) including but not limited to conferences, competitions, community service, philanthropy, and other student organization activities.** IT-ITS-10.3
4. **Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.** IT-ITS-10.4
5. **Explore the competitive events related to the content of this course and the required competencies, skills, and knowledge for each related event for individual, team, and chapter competitions.** IT-ITS-10.5