Sheridan

Computer Systems Technician – Information Technology Infrastructure and Services

Ontario College Diploma | 2 years
Davis Campus (Brampton)

Play a critical role in today's IT industry.

Get the skills you need for a successful career in IT

Information Technology Infrastructure and Services professionals play a critical role in today's technology-driven economy, helping end users work effectively with complex hardware, software, networks and websites using sophisticated tools and applications. Prepare for a strong career in this field as you learn through labs, simulators and projects. You'll also gain critical "soft skills" such as customer support, team work, leadership, entrepreneurship and communication.

Hands-on experience

Get direct experience in all areas of client and server hardware, software and networking, including:

- Network design and maintenance
- Operating systems and databases
- Website design
- Call tracking and customer service
- Network security
- Virtualization and cloud computing

Mobile computing: Anytime, anywhere

In the IT Infrastructure and Services program, you'll work on a laptop and have online access to lecture notes, assignments and other class material. You'll use OnTheHub — a multi-vendor software repository for student download and use with an academic license.

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/ FACULTY OF APPLIED SCIENCE & TECHNOLOGY

Career Opportunities

Graduates of the IT Infrastructure and Services diploma program have a highly sought-after skill set. Positions typically lead to rapid promotion within the information technology field. Students learn entrepreneurial skills that would assist those seeking to start their own IT business or consulting firm.

HERE ARE SOME SAMPLE JOB TITLES FOR THIS PROGRAM:

PC Bench Technician	Hardware Support Analyst
Help Desk Analyst	IT Trainer
System Support Analyst	Technical Support Representative
Technical Writer	Web Designer

Courses

SOME OF THE COURSES YOU CAN EXPECT TO TAKE IN YOUR PROGRAM

Web Design	Call Tracking and Management
Customer Service Skills	Database Management
Network Security	

How to apply:
5 easy steps

1 Find your program

2 Check the admission requirements

3 Apply online

4 Submit your documentation

5 Accept your offer

Ready to get started?
apply.sheridancollege.ca

Visit us!

Come say hello and get a feel for your future! We offer:

- Campus Tours (in-person & virtual)
- Open Houses in the Spring and Fall
- Weekly webinars
- Appointments with Career Advisers

→ experience.sheridancollege.ca

Admission Requirements

Program Eligibility

Ontario Secondary School Diploma or equivalent, including these required courses:

- One English, Grade 12 (ENG4C or ENG4U)

plus

- One Math Grade 12 (C or U) or Math Grade 11 Functions (MCR3U) or Functions and Applications (MCF3M)

or

Mature student status.

Applicants who do not meet the admission requirements will be invited to complete pre-admission tests in mathematics and/or English. Applicants asked to take the OCMA math test require a minimum 60% passing grade. See Mature student status for details.

Applicants lacking the Mathematics admission requirement for this program may wish to upgrade their Mathematics prior to application. For upgrading information, please contact us.

Applicants may also consider applying to our Technology Fundamentals program. Successful completion of this program will meet the Mathematics requirement and will provide a broader sense of the Science and Technology fields.

Applicant Selection

Eligible applicants are selected on the basis of previous academic achievement (the average of their six highest senior-level credits, including required courses), and/or results of pre-admission testing.

Applicants who do not meet the admission requirements for this program may be advised individually regarding other related programs.

Preparation for Application

Applicants should communicate effectively, function well in team situations, remain calm under pressure, enjoy problem solving, be interested in the computer field, and be open to new and different ways of doing things. Anyone who chooses this field will be on the leading edge of change, helping others to adapt. Prior experience with computers is highly recommended.

English Language Proficiency

All applicants whose first language is not English must meet Sheridan's English proficiency requirements.

Refer to the website for full admission requirements.