

Program Content - DVS Information Technology Support (5729)

Code	Énoncé de la compétence	Heures	Unités
962-302	Determine their suitability for the occupation and the training process	30	2
962-316	Use office software	90	6
962-328	Install and configure operating systems	120	8
962-333	Apply a method to solve computing problems	45	3
962-342	Interact in work situations	30	2
962-357	Assemble and install computer terminals	105	7
962-367	Install and configure local networks	105	7
962-373	Manage hardware and software computing resources	45	3
962-385	Ensure that peripherals function properly	75	5
962-395	Communicate in French during information technology support activities	75	5
962-405	Ensure that mobile devices function properly	75	5
962-418	Start working in the occupation	120	8
962-425	Use system commands and a scripting language	75	5
962-435	Use virtualization environments	75	5

Code	Énoncé de la compétence	Heures	Unités
962-448	Use servers to manage access to network resources	120	8
962-456	Use a database management system	90	6
962-464	Deploy software	60	4
962-475	Apply a technical support process for clients	75	5
962-485	Carry out maintenance and monitoring interventions on servers and networks	75	5
962-496	Carry out support interventions in connection with communication and collaborative tools	90	6
962-507	Restore and optimize computer terminals	105	7
962-518	Enter the workforce	120	8
		1800	120