

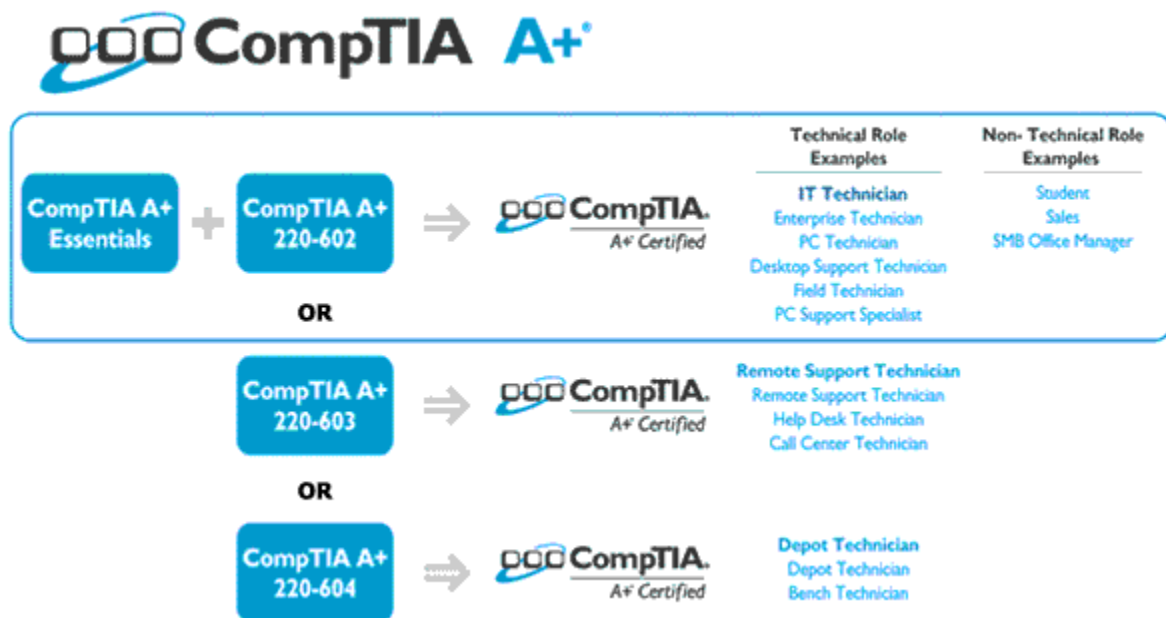
About the CompTIA A+ Certification

Verizon Wireless employees taking classes through the Tech Support program will take the A+ Essentials and A+ Remote Support Technician exams to earn their A+ Certification. Read below to learn more about the certification and the specialties.

The following is taken from the CompTia Website. To learn more about CompTIA or the A+ Certification go to <http://certification.comptia.org/a/>.

CompTIA A+ certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. CompTIA A+ confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism.

CompTIA A+ ensures the right people have the right skills. While many of the essential skills are universal, there are additional skills required to support the needs of businesses. By offering certification options for specific job scenarios, CompTIA A+ gives individuals the ability to grow their careers in a certain area, and employers the flexibility to choose the exam combination that best fits their needs.



CompTIA A+ Essentials

CompTIA A+ Essentials validates knowledge of basic computer hardware and operating systems, covering skills such as installation, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventive maintenance, with additional elements of security and soft skills. The Essentials Exam validates the basic skills needed by any entry-level service technician regardless of job environment.

CompTIA A+ Remote Support Technician (220-603)

The CompTIA A+ 220-603 examination is targeted for individuals who work or intend to work in a remote-based work environment where client interaction, client training, operating system and connectivity issues are emphasized. Example job roles include: Remote Support Technician, Help Desk Technician, Call Center Technician. Ideally, the CompTIA A+ 220-603 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essentials and exam 220-603 exams will be CompTIA A+ certified with the Remote Support Technician designation.