



Microsoft Certified IT Professional: Enterprise Support Technician

Acronym/Nickname

Certification Body

Microsoft

Description

The Microsoft Certified IT Professional: Enterprise Support Technician validates the knowledge and skills required to deploy and support the Windows Vista operating system.

Certification Level Professional

Covered competencies

Candidates for the MCITP: Enterprise Support Technician credential have expertise in deploying Windows Vista, managing security, and troubleshooting network issues, with three years of experience as a tier 2 or lead desktop support technician.

Skills required for the MCITP: Enterprise Support Technician certification include the ability to:

- Manage Workflow
- Install and Configure desktop operating systems and applications
- Troubleshoot the desktop operating system, desktop applications and desktop networking and connectivity.
- Install and configure hardware devices and drivers
- Troubleshoot hardware devices and drivers
- Escalate complex issues to the appropriate administrator
- Install and test department-specific and line-of-business applications on end-users computers
- Change desktop configurations as needed
- Re-image desktops as needed.

Requirements

MCTS candidates must pass two exams:

- 1) One Microsoft Certified Technology Specialist (MCTS) MS Windows Vista prerequisite (70-620) exam
- 2) One Professional Series (70-622) exam

Target

Career Path

Authorized Testing Center:

Prometric

Indicative Fee*

160 USD

Certification Schedule**

* Fees are exclusive of VAT and wire transfer fee

** Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below

Recommended/Preparatory Training

Review the preparation guide for TS: Microsoft windows Vista Configuring and PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians

Where to get more information:

<http://www.microsoft.com/learning>

<http://www.eduproinc.com>

<http://www.wizardsgroup.com>

<http://www.prometric.com>

<http://www.pearsonvue.com>

EDUPRO INC Phone: (02) 8674409

DATABASE WIZARDS, INC. Phone: (02) 7574889

NEW HORIZONS COMPUTER LEARNING CTR Phone: (02) 8405000

INTERNATIONAL ELECTRONICS & TECHNICAL INSTITUTE INC., Phone: (02)7514147 OR 8820492

Southeastern College Phone: (02) 8340704

ATENEO PROFESSIONAL SCHOOLS Phone: (02) 8920383

MISNet Education Inc. Phone: (02) 7512871

MISNet Education Inc. - Cebu City Phone: (032) 2531536

INFOTECH XCHANGE INC Phone: (02) 8180835

LEXYSOFT CORPORATION Phone: (032) 2336350

GLOBAL FOUNDATION FOR INTL EDU Phone: (032) 2332500