

# Atlantic Technical College

www.atlantictechnicalcollege.edu

## Customer Assistance Technology 2020-2021



### Course Content:

Students will be qualified for high demand positions across multiple industries such as Computer User Support Specialists, Technical Support Specialist, Customer Care Specialist, or IT Support Specialist. Students will also have the opportunity to earn an industry credential as a Microsoft Office Specialist and/or CIW Internet Business Associate.

The content focuses on information technology, interpersonal skills, business communication including reading, writing, speaking, and listening, leadership, decision making, problem solving, supervision, career planning, employability skills, diversity awareness, telephone techniques, and technical applications in the customer care environment. Students gain hands-on experience with essential software applications for word

### Program Length:

450 hours (approximately 4 months full-time)  
(approximately 8 months part-time)

### Program Offered:

October and January

### Delivery Method:

**100% Distance:** with mandatory virtual meeting days.  
Distance: Monday, Wednesday, Friday  
Virtual Lab: Tuesday & Thursday 5:30 p.m. – 8:30 p.m.

### Job Outlook in the Ft. Lauderdale area:

- Demand for Accounting Clerks and Full-charge Bookkeepers is expected to grow about 10% between 2015 and 2023 (Source: Bureau of Labor Statistics).
- Entry level wages for Accounting Clerks and Full-charge Bookkeepers are about \$12/hour (Source: The Florida Department of Economic Opportunity). Actual wages vary according to education, experience and certifications.

### Additional Skills Covered:

- Basic Business Financial Principles
- Call Center Operations and Telephone Techniques
- Career Planning and Personal Finance
- Decision Making and Problem Solving
- Internet and Cloud-Based Technologies
- Teamwork and Diversity Awareness
- Technology Support Fundamentals
- Understanding Network and Email Configurations
- Using Databases for Web Search Engines
- Using the Web for Multimedia

### Admission Requirements:

- 16 Years of Age or older
- Complete a Program Specific Orientation
- Basic Skills Testing or Exemption
- Meet with Program Counselor/Advisor

**FOR MORE INFORMATION CALL 754-321-5200**

**Enroll in This Fast Track Program  
for a Career in a Year**



**Atlantic Technical College  
and Technical High School**  
4700 Coconut Creek Pkwy  
Coconut Creek, FL 33063  
754-321-5100 | FAX: 754-321-5380



**Atlantic Technical College  
Arthur Ashe, Jr. Campus**  
1701 NW 23rd Avenue  
Fort Lauderdale, FL 33311  
754-322-2800 | FAX: 754-322-2880

See back of page for estimated program costs based on one (1) full year of documented Florida residency.

Tuition (approximate cost based upon program length)		\$
Lab (approximate cost based upon program length)		\$
Basic Skills Test		\$15
Registration (non-refundable fee)	\$40 per semester or \$20 per quarter	\$40
Annual Student Activity Fee	\$20 per academic year	\$20
<b>TUITION, LAB, ASSESSMENT, REGISTRATION, ACTIVITY FEE (approximate costs)</b>		<b>\$1,368</b>

There may be additional costs associated with books, uniforms, special tools, equipment and other related items.

**Industry Certification & State Credential Exams:** Students will be prepared to take an approved state and/or nationally recognized industry certification or licensure exam in their field of study. Exam costs are additional; however, you may qualify for reimbursement of your exam cost(s) upon passing. See your program counselor/advisor for more information.

**Books / Supplies:** For a list of books and prices go to [www.atlanticttechnicalcollege.edu/bookstore-price-list/](http://www.atlanticttechnicalcollege.edu/bookstore-price-list/) or visit the bookstore on campus. Additional supply information can be found in the syllabus located on the Web page for this program.

## Your Action Steps - Get Started Today!

- Step 1: Attend a Program Specific Orientation
- Step 2: Reply to your Orientation Follow-up Email
- Step 3: Complete an Application
- Step 4: Apply for Financial Aid (optional)
- Step 5: Disability Services (optional)
- Step 6: Complete & Upload Required Documents
- Step 7: Counselor Interview
- Step 8: Registration & Enrollment

### POSSIBLE JOB TITLES

- Customer Care Representative
- Customer Care Specialist
- Customer Service Representative
- Computer User Support Specialist
- Help Desk Support Representative



*The mission of Atlantic Technical College and Technical High School is to promote excellence in academic, career and technical studies in order to prepare students to enter and remain competitive in a global workforce.*

