



**Atlantic Technical College
Network Support Services
Traditional/Hybrid Distance
Program Syllabus
2026-2027**



Instructor(s): Anthony Rao
Department: Business and Information Technology
Office/Classroom Location: Building 7, Room 177
Phone Number: 754-321-5100
Email Address: tony.rao@browardschools.com

Instructor Office Hours:
M-F: 1:50 PM – 3:50 PM (By appointment only)
Instructor responses to student requests will be provided within 24 hours of regular school operating hours:
Monday – Friday 7:00 am – 3:00 pm

Student Hours:

Traditional: Monday – Friday

CDE AM: 7:05 am – 10:10 am

CDE PM: 10:50 am – 1:50 pm

Postsecondary Part-Time: 7:05 am – 10:05 am

Postsecondary Full-Time: 7:05 am – 1:50 pm

Break: 10:10 am – 10:20 am

Lunch: 10:20 am – 10:50 am

Hybrid Distance:

Distance – Monday, Tuesday, Wednesday, Friday

On-campus Lab – Thursday 5:30 pm – 8:30 pm

Program Name: Network Support Services

OCPs	Course Names	Hours
A	OTA0040 Information Technology Asst.	150
B	EEV0504 Computer Support Assistant	150
C	CTS0022 Network Support Help Desk Asst.	150
D	CTS0023 Network Support Administrator	150
E	CTS0024 Senior Network Administrator	150
F	CTS0029 Wireless Network Administrator	150
G	EEV0317 Data Communications Analyst	150

Course Description:

The Network Support Services program prepares students for employment in network administration as network support specialists or provides supplemental training for those previously or currently employed in information technology and network support occupations.

The program prepares students to create, monitor, and maintain computer networks and operate computers and peripheral equipment. Laboratory activities are an integral part of this program. Activities include building and maintaining computers, installing operating systems, configuring routers and switches, and demonstrating mastery through culminating case studies.

Technical College Policy/Adult Student Attendance:

- A student must be withdrawn after being absent for six (6) consecutive days.
- Two (2) additional absences may be allowed under certain circumstances with appropriate documentation.
- Please refer to the Student Handbook for postsecondary students.

<http://www.atlanticttechnicalcollege.edu/atc-student-handbook/>

High School/Attendance Policy:

A student who has had at least five unexcused absences, or absences for which the reasons are unknown, within a calendar month, or 10 unexcused absences, or absences for which the reasons are unknown, within a 90-calendar day period, may be exhibiting a pattern of non-attendance (F.S.1003.26 (1) (b)) and the School Board of Broward County, Policy 5.5.

Required Book(s) and/or Online Access: Online Curriculum Access Code: • CertMaster Learn Tech + • CertMaster Learn A+ Core 1 & 2 • CertMaster Perform Network+ <i>Additional online materials, workbooks and/or written activities will be provided by the instructor.</i>	Required Materials/Supplies: • USB storage device • Headphones • Paper, pencils, and pens • <i>Most importantly, a positive attitude geared toward success!</i>												
<i>All required books and most materials/supplies can be purchased from the ATC bookstore. Stop by during operational hours for pricing and purchasing information or visit: https://www.atlantictechicalcollege.edu/bookstore-price-list/.</i>													
Grading System <table border="0"> <tr><td>A</td><td>90 - 100%</td></tr> <tr><td>B</td><td>80 - 89%</td></tr> <tr><td>C</td><td>70 - 79%</td></tr> <tr><td>D</td><td>60 - 69%</td></tr> <tr><td>F</td><td>0 - 59%</td></tr> <tr><td>I</td><td>Incomplete</td></tr> </table>	A	90 - 100%	B	80 - 89%	C	70 - 79%	D	60 - 69%	F	0 - 59%	I	Incomplete	Online Specific Grading Policy: Online students' grades and attendance are based on: • Scheduled assignments (<i>late submission of work will not be accepted</i>) • Weekly lab attendance • Exams (may include oral and/or hands-on skills component) <i>*Final exams will be in-person during a lab session</i>
A	90 - 100%												
B	80 - 89%												
C	70 - 79%												
D	60 - 69%												
F	0 - 59%												
I	Incomplete												
Program Grading Policy: • Students assume full responsibility to submit assignments on or before they are due. Late submissions will negatively affect grades and/or not be accepted. (<i>see pacing chart and/or assignment matrix on your instructor's website</i>) • Students assume full responsibility for the content and integrity of submitted work. As the guiding principle of academic integrity, a student's submitted work, examinations, reports, projects, etc. must be his/her own. • Unless otherwise stated by the instructor, physical or digital references including books, charts, graphs, diagrams, photos, notes, or calculators may not be utilized during assessments or exams. Blank scratch paper will be permitted during certain assessments.													
Computer Requirements for Online Students: • Internet bandwidth speed of at least 25 Mbs • 128 GB hard drive or larger • Full QWERTY Keyboard and mouse • 8 GB RAM or higher • 2 GHz Intel Processor or faster • 14-inch sized screen or larger with 720 x 1280 resolution or greater, (two monitors are recommended but not required) • Windows 11 or MAC OS X* – latest version • Webcam & microphone is mandatory													
View Your Grades: Grades can be viewed online by following the directions below: 1. Go to Clever SSO Website link: https://bit.ly/workforce-sso and login: a. Username: 10-digit student ID number b. Password: PMM/DD/YYYY (or your personally created password after initial login) 2. Click on the FOCUS app on your Clever opening page. (You may need to scroll-down the page to see the FOCUS app.) 3. Enter your FOCUS username and password. NOTE: If the Focus App. is not visible after logging into Clever, please navigate to the Broward Focus website directly: https://broward.focusschoolsoftware.com/focus/.													

Industry Certification & State Credential Exam Cost: • CompTIA Tech+ \$138 • CompTIA A+ \$506 • CompTIA Network+ \$358 <i>You may qualify for certification reimbursement of your exam cost(s) upon passing. Credential fees are estimated & subject to change.</i>	Outstanding Student Recognition Information: A gold seal will be applied to a Program Completion Certificate or an Applied Technology Diploma if the student has earned a 3.5 GPA or higher in their Career and Technical Education (CTE) classes.
Classroom/Lab Rules: • Sign in and out DAILY. • Read and follow DAILY AGENDA upon arrival. • Follow all rules in the student and discipline code books. • Cell phones silent or OFF and PUT AWAY. • Contact instructor on the same day when absent (email preferred). • Come to class prepared to work and be respectful of ALL class members. • ALL assignments submitted to instructor must reflect the student's own individual work. • NO FOOD OR BEVERAGES IN THE LAB.	
Program Name: Network Support Services	
Course Number: OTA0040 Course Name: Information Technology Assistant (150 Hours) Occupational Completion Point: A Intended Outcomes: (From FL DOE Curriculum Framework) Student will be able to: • Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. • Demonstrate an understanding of networks. • Use word processing applications to enhance the effectiveness of various types of documents and communication. • Use presentation applications to enhance communication skills. • Use spreadsheet applications to enhance communication skills. • Use database applications to store and organize data. • Use electronic mail to enhance communication skills. • Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. • Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. • Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. • Develop awareness of computer languages, web-based and software applications, and emerging technologies. • Demonstrate comprehension and communication skills. • Use social media to enhance online communication and develop an awareness of a digital footprint. • Develop an awareness of the fundamentals of cybersecurity. • Investigate emerging technologies and their impact on the world.	

Course Number: EEV0504

Course Name Computer Support Assistant (150 Hours)

Occupational Completion Point: B

Intended Outcomes: (From FL DOE Curriculum Framework) Student will be able to:

- Incorporate appropriate leadership, customer-service strategies and professional ethics to enhance workplace performance.
- Install, configure, and upgrade desktop and mobile computer systems following industry-standard procedures.
- Diagnose and troubleshoot hardware, software, and connectivity problems.
- Apply safety, maintenance, and environmental sustainability practices.
- Demonstrate understanding of processors, memory and storage technologies.
- Demonstrate knowledge of printing and imaging systems.
- Demonstrate basic networking concepts and connectivity skills.
- Provide effective end-user assistance.
- Demonstrate proficiency using modern graphical user interfaces and productivity tools.

Course Number: CTS0022

Course Name: Network Support Help Desk Assistant (150 Hours)

Occupational Completion Point: C

Intended Outcomes: (From FL DOE Curriculum Framework)

Student will be able to:

- Incorporate leadership, supervision, customer-service strategies, and ethical standards to enhance workplace performance.
- Perform end-user support and assistance through troubleshooting and communication.
- Understand and explain Internet connectivity and components.
- Define networking terminology and models.
- Connect copper, fiber-optic, and wireless media.
- Perform cable testing and verification.
- Identify network topologies, devices, and connections.
- Explain Ethernet fundamentals and operations.
- Explain the functions of bridges, switches, and VLANs.
- Explain IP addressing and subnetting concepts.
- Differentiate between routed and routing protocols.
- Describe transport and application layer functions.
- Explain WAN connectivity and router functions.
- Perform basic router and switch configuration.
- Troubleshoot network connectivity.
- Describe network security concepts and access controls.
- Use critical-thinking and research skills to solve IT problems.
- Use information-technology productivity tools.
- Demonstrate teamwork, professionalism, and ethics.

Course Number CTS0023

Course Name: Network Support Administrator (150 Hours)

Occupational Completion Point: D

Intended Outcomes: (From FL DOE Curriculum Framework) Student

will be able to:

- Incorporate leadership, supervision, customer-service strategies, and ethical standards to enhance workplace performance.
- Participate in simulated work-based learning experiences.
- Provide network support and assistance by troubleshooting and diagnosing through direct contact or remote access.
- Perform logical and physical network design activities.
- Demonstrate proficiency in routing protocols and IP configuration for various network designs.
- Demonstrate proficiency in using network traffic filtering to improve network performance and provide basic levels or security.
- Perform network management activities related to documentation, security, performance, administration, and troubleshooting.

- Identify and describe wide-area network (WAN) functions, devices, and design processes.
- Describe the operation and implantation of Virtual Private Networks (VPNs).
- Demonstrate understanding of health, safety and environmental management systems.
- Demonstrate leadership and teamwork skills to accomplish goals and objectives.
- Explain employability and entrepreneurship skills.
- Demonstrate personal money-management concepts and strategies.

Course Number CTS0024

Course Name: Network Support Administrator (150 Hours) Occupational

Completion Point: E

Intended Outcomes: (From FL DOE Curriculum Framework) Student will be able to:

- Participate in simulated work-based learning experiences.
- Compare and contrast hierarchical network design models and scalable internetworks.
- Discuss advanced IP addressing management.
- Demonstrate proficiency in router configuration and routing protocols.
- Implement and verify OSPF (single and multi-area).
- Demonstrate proficiency in route optimization and redistribution.
- Demonstrate proficiency in the use of BGP and internet-scale routing.
- Secure routing and infrastructure.
- Configure and support WAN and VPN technologies.
- Demonstrate proficiency in switching technologies and VLAN design.
- Demonstrate multilayer switching and redundancy protocols.
- Demonstrate proficiency with multicast and IGMP.
- Demonstrate network access control and segmentation.
- Use network management and troubleshooting tools.
- Integrate cloud and virtual network technologies.

Course Number: CTS0029

Course Name: Wireless Network Administrator (150 Hours)

Occupational Completion Point: F

Intended Outcomes: (From FL DOE Curriculum Framework) Student will be able to:

- Participate in simulated work-based learning experiences.
- Demonstrate proficiency in applying radio frequency (RF) technologies.
- Develop an awareness of wireless LAN technologies.
- Perform implementation and management activities.
- Develop an awareness of wireless security systems.
- Demonstrate knowledge of wireless industry standards.

Course Number: EEV0317

Course Name: Data Communication Analyst (150 Hours)

Occupational Completion Point: G

Intended Outcomes: (From FL DOE Curriculum Framework) Student will be able to:

- Participate in simulated work-based learning experiences.
- Demonstrate knowledge of general security concepts.
- Develop an awareness of communication security concepts.
- Develop an awareness of network infrastructure security.
- Develop an awareness of cryptography and its relation to security.
- Incorporate organizational and operational security in an appropriate and effective manner.