



Orientation for TSP Program

Tuesday, September 7, 2011





Technical Support Professional Program

10:00 a.m. – Tuesday, September 6, 2011
BCIT Downtown Campus
Room 371

Welcome!



Agenda – This Morning

- Welcome and Introductions
- Overview of TSP (BCIT/UBC)
- Vendor certifications
- Student Services/Downtown Campus Facilities
- Student website
- Program expectations
- Work terms
- Brief tour



Introductions – UBC Continuing Studies

- **Jennifer Mielguj**
 - Program Leader,
 - Technology, Media and Professional Programs
- **Eileen Chow**
 - Program Leader,
 - Technology, Media and Professional Programs



Introductions - BCIT

- **Debra Williams**
 - Program Head
 - HTP Programs
(NASP, TSP, SSD, OAT)
- **Tom Lane**
 - HTP Instructor
 - CompTIA A+, Network+
- **Orrett Morgan**
 - HTP Instructor
 - CompTIA A+, Network+
- **Ron Terencio**
 - Program Coordinator
 - HTP Programs: NASP
- **Lorraine Fentie**
 - Program Coordinator
 - HTP Programs: TSP, SSD, OAT
- **Marlena Vanderwal**
 - HTP Work term Instructor



... now it's your turn

personal introductions

**background?
IT experience?
other interests?**



TSP Program Overview

- BCIT Component:
 - Computing Fundamentals (A+ Essentials/Application)
 - Network Fundamentals (Network+)
 - Linux
 - Professional & Job Skills (Resumes/Interviews)
 - Apple
 - Work Terms



TSP Program Overview

- UBC Continuing Studies:
 - Windows 7
 - Windows Active Directory
 - Windows Server 2008
 - Windows Network Infrastructure



Industry Certifications - Required

- CompTIA A+ Essentials (JKO-701)
- CompTIA A+ IT Application (JKO-702)
- CompTIA Network 2009+ (JKO – 016)

One Microsoft Exam Required:

- Microsoft Exam 70-640 - Windows Server 2008 Active Directory
- Microsoft Exam 70-642 - Windows Server 2008 Network Infrastructure
- Microsoft Exam 70-646 - Windows Server 2008 Server Administrator
(MCITP – Server Administrator all 3 exams required)



Additional Certifications – Not Required

- Apple
 1. Apple Certified Support Professional
- Linux – Junior Administration (2 exams required)

Vendor Certifications

- What is the process?
- Where do I write the exams?
 - Pearson VUE Testing Centre (BCIT)
 - CompTIA
 - Prometric Testing Centre
 - Microsoft
- When do I write them?



BCIT Student Services

- BCIT ID Card
 - 2nd floor Registration
 - Bring photo ID
- FastTrax Transit Stickers
 - \$2.50 sticker
 - Arranged by BCIT Student Association
- Extended Medical/Dental Plan
- myBCIT email - **option to forward*



BCIT Downtown Campus Facilities

- Room 371
- Room 360
- Room 382 (Mac Lab)
- Lunchroom (hard drive cabinet)
- Security
- After Hours Access – scramble lab



TSP Student Website

www.tsp.htp.bcit.ca

- Program Specifics (Course Outlines)
- Attendance and Lateness Policy
- Computer / Networking Policy
- Student Regulations Policy
- Links to resources



What is expected...

- Professional Conduct
- Attendance
- Timeliness
- Application
- Teamwork



Work Term/Practicum Course

- Unpaid eight weeks (300 hours)
“practical” course
- When?
- Location?
- Process...



Work Term/Practicum Course

- Process:
 - Apply to online Practicum postings
 - Workshops scheduled for:
 - ❖ Resumes/Cover letter
 - ❖ Interview preparation
 - Or...receive assistance to find your own Practicum
 - Note: no guarantees...



Work Term/Practicum Course

Previous Practicum Hosts:

- Ampco
- Backbone Technology
- Boughton Law firm
- Best Buy
- CHM2Hill
- Coast Capital Savings
- Davis LLP
- Federal Government of Canada
- ICBC
- IntraWest
- Harbour Air
- KPMG
- McKesson
- Overwaitea
- Sierra Wireless
- Teck Resources
- Telus Communications
- UNISYS
- Vancouver 2010
- WorkSafe BC
- YVR/Arinc



BCIT:

*The Path you Choose Can Make all The
Difference*

UBC:

*Tuum est- "It is yours" and it is up to
you!*



Technical Support Professional Program

Welcome – Orientation
Tuesday, September 6 , 2011

