IT Fundamentals Pro: Chapter 4.8 System Support Careers

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Grade	**11/12**
Unit of Study	**Information Technology Fundamentals**
Length of Unit	**16 Min**

Missouri Learning Standards	
15.1202-A8: Create technical correspondence	15.1202-E5: Utilize existing technical resources for problem resolution (e.g., news groups, online references, service manuals, and read me files

Unit 4.8: Learning Targets

I can:
- Describe common careers in system support.
- Identify skills and educational requirements for system support careers.

Intervention and Enrichment

Assessments	
MLS (Learning Goal)	**Description or Location**
• 15.1202-A8 • 15.1202-E5	Ch. 4 Exam
	ITF+ (FC0-U61) Exam

Vocabulary			
Technical Support Specialist	Managed Service Provider		

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Instructional Materials

Video/Demo
4.8.1 System Support Careers
4.8.3 Interview: Technical Support Specialist

Lab/Activity

Additional Instructional Resources

4.8.2 System Support Career Facts

Reflections for Future Revisions