

Technology Devices Maintenance II

Syllabus

IRISH L. CORPUS

Imagine, Believe, and Achieve

The **Technology Devices Maintenance II** instructional program prepares students with the knowledge and technical skills required for careers in information technology, computer repair, and technical support.

Students will develop competencies in installing, configuring, upgrading, maintaining, and troubleshooting computer systems, operating systems, mobile devices, and networks while applying industry-standard troubleshooting methodologies and customer service practices.

Through classroom instruction, laboratory activities, and project-based learning, students will strengthen their technical, communication, critical thinking, and problem-solving skills while preparing for employment and postsecondary education in the information technology field.

This course follows the Arizona Department of Education Technology Devices Maintenance Curriculum and provides opportunities for students to prepare for the **Google IT Support Professional Certificate**, an industry-recognized credential recognized by the Arizona Department of Education for Career and Technical Education programs.

Grading Scale:

A	90 – 100%	Excellent
B	80 – 89%	Above Average
C	70 – 79%	Average
D	60 – 69%	Below Average
F	<60%	Failing
P	Passing	
I	Incomplete	

Bring the following items to class every day:

Notebook or binder with paper
Pen or pencil
Planner

DO NOT bring in class:

Food
Drinks
Anything prohibited by the student handbook

Expectations on all of your assignments and work:

1. Give full attention to your work.
2. Remember to write your name, class period and date on all your assignments.
3. Do not write or draw anything unnecessary on your work.
4. Do your best work everyday.
5. Place all your work which is to be turned into the teacher in the wire basket provided.

I follow the policy of “NO NAME, NO GRADE”

“Do your best work.”

Tardiness:

All tardies will be handled according to school policy. You should not be tardy to class as you have adequate time between classes. Use this time to get your materials for class and for bathroom breaks.

“Be Respectful!”

Absences:

Any missed work should be made up as soon as possible. **You are responsible for asking make-up work from me when you return.** For everyday you are absent, you will miss two or more assignments. Make sure to ask for help from me or from your classmate. If a student is sick or goes to a school activity, the student is responsible to make-up the work that is missed during their absence.

Basic Classroom Rules:

- Be on time.
- Do your best work.
- Be respectful.
 - Peers.
 - School properties.
- Be teachable/ flexible
- Follow all school rules.
- Be seated immediately and ready to work on assignments for the period.
- Please do not bring out any electronic devices (cell phones, headphones, games, etc.). You will be asked to bring it to me for safekeeping.
- Keep the room clean.
- I do not tolerate offensive language, physical harm to others or disruptions in class.
- Follow proper dress code.
- No food or drinks in class

Basic classroom procedures:

- Get your work for the day on the cart by the door.
- Listen attentively to the lecture and explanation about the work.
- Do your best work.
- Place all your work which is to be turned into the teacher in the wire basket provided. Make sure to turn in on the correct basket.
- Use your planner to write down assignments and any other important details, such as days missed and work turned in or makeup work.
- You are to remain in your seats until I dismiss the class at the end of the period. The bell does not dismiss the class. You do not dismiss the class.

FBLA-IT

FBLA-IT provides students with opportunities to develop leadership, communication, teamwork, and technical skills while preparing for careers in information technology. Through local, state, and national competitive events, students apply classroom knowledge in areas such as computer hardware, operating systems, networking, cybersecurity, technical support, troubleshooting, programming, and information technology concepts.

Participation in FBLA-IT helps students build professionalism, confidence, and workplace readiness while preparing for careers and postsecondary education in the technology industry.

State Assessment

The state test is a requirement to all seniors. Senior should pass the state test with 60%. By passing the test, they can be exempted in taking the final exam.

Important Non-Discrimination

Whiteriver Unified School District does not discriminate on the basis of race, color, national origin, sex, sexual orientation, age, religion, or disability in admission or access to, or treatment or employment in, its educational programs or activities. Inquiries concerning Title VI, Title VII, Title IX, Section 504, and Americans With Disabilities Act may be referred to Superintendent Office, 959 South Chief Avenue (PO Box 190), Whiteriver, Arizona 85941, (928) 358-5800, or to the Office for Civil Rights, U.S. Department of Education, 1244 Speer Boulevard, Denver, Colorado 80204.

Lab time

Technology Devices Maintenance II is a hands-on course in which students spend more than 51% of instructional time participating in laboratory activities, repair projects, troubleshooting exercises, and work-based learning experiences. Students will develop technical skills by installing, configuring, upgrading, maintaining, and troubleshooting desktop computers, laptops, mobile devices, operating systems, peripheral devices, and basic networks. Students will perform hardware installations, operating system deployment, preventive maintenance, network diagnostics, system optimization, data backup and recovery, and customer service while documenting repair procedures and following industry-standard troubleshooting practices. Students are expected to follow all laboratory safety procedures, properly use diagnostic tools and equipment, maintain an organized and secure work area, and demonstrate professionalism, teamwork, communication, and ethical work practices throughout all laboratory activities.

Irish I. Corpus

Technology Devices Maintenance Teacher

928-940-8181 ext 831

TECHNOLOGY DEVICES MAINTENANCE II

Curriculum

Unit 1 – Problem Solving and Critical Thinking	Unit 2 – Installing, Configuring, Upgrading, and Maintaining Technology	Unit 3 – Operating Systems
Students will learn: • Technology environment assessment • IT systems and network configurations • Storage methods • Technology assessment • Client communication • Customer service • Troubleshooting methodology • Problem identification • Root cause analysis • Researching solutions • Testing solutions • Verifying repairs • Ticketing systems • Documentation • Service reports	Students will learn: • Computer system components • Mobile device components • Hardware compatibility • System upgrades • Hardware installation • Cable connections • Peripheral ports • Peripheral devices • Device configuration • Preventive maintenance • Physical cleaning • S.M.A.R.T. monitoring • Data backup • Security updates • Hardware repair vs. replacement • Cost-benefit analysis	Students will develop skills in: • Operating system installation • Native vs. virtual operating systems • PXE deployment • Attended and unattended installations • Operating system upgrades • Device drivers • Windows security updates • System optimization • Temporary file cleanup • Startup optimization • Backup and recovery • RAID • Cloud storage • System images • Recovery options • Boot order • Secure Boot • Cross-platform migration

Unit 4 – Network Troubleshooting	Final Project	
Students will develop skills in: • Internet connectivity • Network infrastructure • Network hardware • Network protocols • HTTP • HTTPS • FTP • SMTP • DNS • DHCP • POP • Network troubleshooting tools • IPCONFIG • PING • TRACERT • NSLOOKUP • DIG • NETSTAT • NBTSTAT • ARP • Preventive maintenance • Network documentation	Students will diagnose, repair, configure, and document computer and network problems while demonstrating proper troubleshooting methodology, customer communication, operating system installation, hardware maintenance, and network diagnostics using industry-standard tools and procedures.	

Certificate Offered

Google IT Support Professional Certificate



Students will have the opportunity to prepare for the **Google IT Support Professional Certificate**, an industry-recognized credential that develops the foundational skills required for entry-level careers in Information Technology support. The certification prepares students to install and configure operating systems, troubleshoot computer hardware and software, maintain technology devices, diagnose basic networking issues, perform preventive maintenance, implement cybersecurity best practices, and provide professional technical support and customer service. This credential is included on the **Arizona Department of Education CTE Industry Credential List** and aligns with the Technology Devices Maintenance program and career pathway.

Student Name: _____

Period: _____

SIGNATURE PAGE

Please sign and return to your course teacher.

I have read and understand the contents of the **TECHNOLOGY DEVICES MAINTENANCE II** syllabus. I promise to follow all the classroom rules and regulations in order to maintain a productive learning environment inside the classroom.

Student Signature

Date

Parent/Guardian Signature

Date