

Technology Devices Maintenance III

Syllabus

IRISH L. CORPUS

Imagine, Believe, and Achieve

The **Technology Devices Maintenance III** instructional program prepares students with advanced knowledge and hands-on skills required for careers in information technology, computer repair, and technical support.

Students will develop competencies in diagnosing and troubleshooting desktop computers, laptops, mobile devices, and peripheral equipment; implementing cybersecurity best practices; understanding legal and ethical responsibilities in information technology; and providing technical support using industry-standard tools and procedures.

Through classroom instruction, laboratory activities, and project-based learning, students will strengthen their technical, communication, teamwork, 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 problem solving, cybersecurity, networking, help desk support, programming, digital communication, 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 III 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 advanced technical skills by diagnosing and repairing desktop computers, laptops, mobile devices, and peripheral equipment; installing and configuring hardware and software; performing preventive maintenance; troubleshooting hardware, software, and network-related issues; implementing cybersecurity best practices; documenting repair procedures; and providing customer-focused technical support while demonstrating professionalism, teamwork, communication, and ethical work practices. Students are expected to follow all laboratory safety procedures, properly use diagnostic tools and equipment, maintain an organized and secure work area, and complete all repair and troubleshooting activities according to industry standards.

Irish I. Corpus

Technology Devices Maintenance Teacher

928-940-8181 ext 831

TECHNOLOGY DEVICES MAINTENANCE III

Curriculum

Unit 1 – Security for Technology Devices	Unit 2 – Legal and Ethical Issues in Information Technology	Unit 3 – Advanced Computer Repair and Troubleshooting
Students will learn: • Security policies and procedures • Password management • Data encryption • Physical security of computer systems • Multi-factor authentication • Biometrics • User-related security threats • Malware • Ransomware • Phishing • Social engineering • Identity theft • Email security • Security awareness training • Threat prevention methods • Antivirus solutions • Sandboxing • Behavioral analysis • External threats • Denial of Service (DoS) • Intrusion Detection Systems (IDS) • Intrusion Prevention	Students will learn: • Copyright laws • Software licensing • Patents • Software piracy • Intellectual property rights • Data privacy • HIPAA • FERPA • Cybersecurity Maturity Model Certification (CMMC) • Ethical use of technology • Acceptable Use Policies (AUP) • Responsible disclosure • White Hat and Black Hat hacking • Professional ethics in Information Technology	Students will develop skills in: • Desktop computer repair • Laptop repair • Mobile device troubleshooting • Hardware diagnostics • Operating system troubleshooting • Device maintenance • Peripheral installation • Hardware upgrades • Driver installation • BIOS/UEFI configuration • System optimization • Preventive maintenance

Systems (IPS)		
Unit 4 – Customer Service and Technical Support	Final Project	
Students will develop skills in: • Help Desk procedures • Documentation • Work order management • Customer communication • Troubleshooting methodology • Problem-solving strategies • Technical reporting • Professional workplace behavior	Students will diagnose, troubleshoot, repair, and document multiple technology device problems while applying cybersecurity practices, ethical decision-making, and professional customer support skills using industry-standard 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 (IT) support. The certification prepares students to diagnose and troubleshoot computer hardware and software issues, configure operating systems, perform preventive maintenance, provide technical support, implement cybersecurity best practices, and deliver excellent customer service. Students will also strengthen their problem-solving, communication, and troubleshooting skills while gaining experience using industry-standard tools and procedures commonly found in professional IT support environments. This credential is included on the Arizona Department of Education 2025–2026 CTE Industry Credentials List, making it an appropriate industry certification for Arizona CTE programs.

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 III** 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