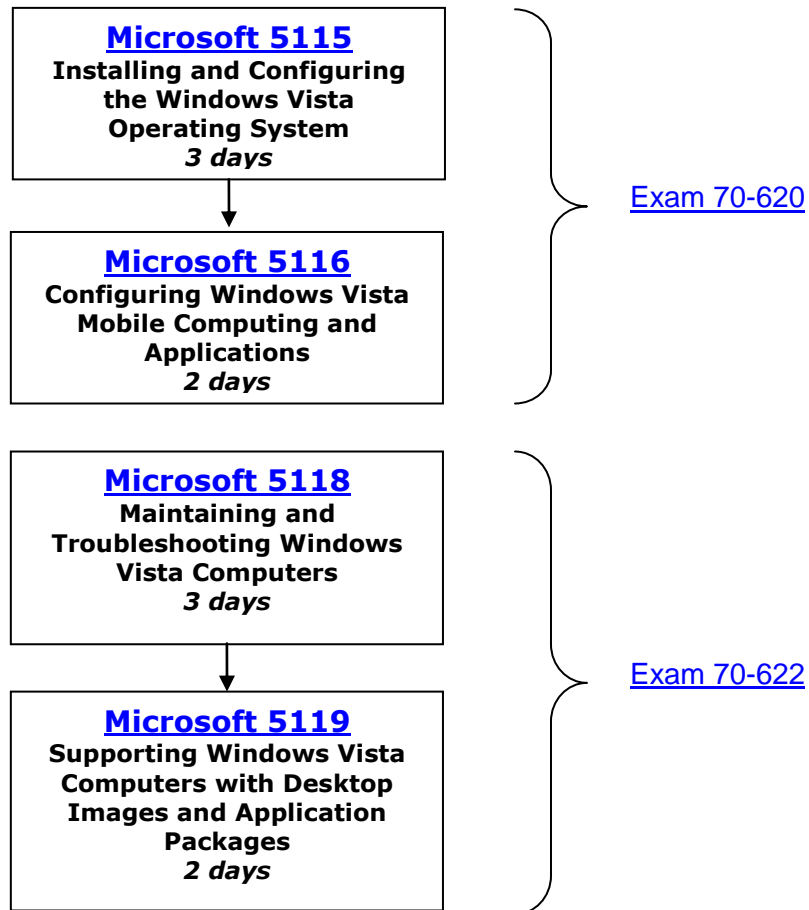


## MCITP: Enterprise Support Technician

10 days of Instructor led training - 2 exams



### MCITP: Enterprise Support Technician

A Microsoft Certified IT Professional: Enterprise Support Technician (MCITP: Enterprise Support Technician) possesses the high level of knowledge and skills needed to support end users in medium-sized or enterprise environments with the most critical and difficult support issues. This includes the knowledge and skills to diagnose and resolve all types of desktop support issues, as well as issues involving mobile and personal devices.

### Certification Track

MCITP candidates must pass two exams: one Microsoft Certified Technology Specialist (MCTS) Windows Vista prerequisite exam (Exam 70-620) and one Professional Series exam (Exam 70-622). Successful candidates will also prove their expertise in installing and configuring hardware devices and drivers (including mobile and personal devices), troubleshooting hardware devices and drivers (including mobile and personal devices), escalating complex issues to the appropriate administrator (for example, Server Administrator, Network Administrator, or Desktop Configuration Administrator), installing and testing department-specific and line-of-business (LOB) applications on end-user computers, making necessary changes to end-user desktops, and re-imaging end-user desktops on an as-needed basis.

### Two exams required -

**Microsoft 5115** – Installing and Configuring the Windows Vista Operating System

**Microsoft 5116** – Maintaining and Troubleshooting Windows Vista Computers

**Exam 70 – 620**

**Microsoft 5118** – Maintaining and Troubleshooting Windows Vista Computers

**Microsoft 5119** – Configuring Windows Vista Mobile Computing and Applications

**Exam 70 – 622**