

LAUNCH A HANDS-ON CAREER IN MODERN IT SUPPORT.

IT Support & Cloud Technician - AI Enabled

Prepare for IT support, cloud support, Microsoft 365, cybersecurity fundamentals and AI-assisted troubleshooting roles.

CREDENTIAL
Diploma

DURATION
52 Weeks

DELIVERY
Fully Online

CLASS FORMAT
Labs + Internship

PROGRAM OVERVIEW

Practical labs. Modern tools. Career-ready skills.

This 52-week pathway develops technical-support and junior cloud-support capability through hands-on labs and work-integrated learning. Students learn operating systems, networking, cloud fundamentals, Microsoft 365, security basics and AI-assisted troubleshooting.

Salary outlook

52 Wks
program duration

1040 Hrs
applied learning

*Wage figures shown on the program webpage. Actual earnings vary.

Career-ready curriculum

- IT Support Foundations
- Computer Hardware
- Windows & Operating Systems
- Networking Fundamentals
- Microsoft 365
- Cloud Fundamentals
- Cybersecurity Basics
- Service Desk Practice
- AI-Assisted Troubleshooting
- Virtual Labs
- Internship

Career opportunities

- IT Support Technician
- Help Desk Technician
- Desktop Support Technician
- Service Desk Analyst
- Cloud Support Assistant
- Microsoft 365 Support Assistant

Where graduates work

IT service providers, corporate technology teams, schools, government, healthcare, cloud-service teams and help desks.

Admission requirements

Applicants must meet **one** of the following:

- High school graduation
- GED or equivalent
- Mature student: submit a detailed resume outlining experience and qualifications

What you will gain

- Hardware and operating-system support
- Networking, Microsoft 365 and cloud
- Security awareness and troubleshooting
- Service desk and documentation
- Virtual labs and internship

Study support

Available to residents of Alberta, British Columbia and Ontario. Local support and financial-assistance guidance are available.

Scholarship & loan information

Financial support options may be available for qualified applicants, including scholarships, student loans, grants, bursaries and flexible repayment assistance.

Guidance from application to approval

Financial coordinators can assist with document preparation, application procedures and evaluation of scholarship criteria.

START YOUR JOURNEY

**Ready to move
your career forward?**

ALPHA COMMUNITY OUTREACH

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We typically reply within 24 hours.