**FAQs**

**What is information technology? What do information technology professionals do?**

According to Cisco, the field of information technology (IT) is typically associated with computer systems, hardware, software, and networks used to process and distribute data—including networking hardware such as servers and routers and applications that facilitate communication across various networks and the internet. Over the years, IT technicians' primary focus has been designing, installing, managing, and troubleshooting computers and network components.

However, in recent times, IT encompasses a diverse collection of connected user devices and IoT devices, such as LED lighting, cameras, door locks, thermostats, machine monitoring controls, TVs, and even air conditioners. Cybersecurity specialists play a crucial role in securing information systems. They work towards protecting the integrity of organizations' networks and data.

**What is the average salary for information technology professionals?**

Computer and information technology (IT) professionals in the U.S. made a median salary of $97,430 in May 2021, according to the U.S. Bureau of Labor Statistics (BLS). That is significantly more than the $45,760 average salary for all occupations. Many factors can influence your salary, including your experience level, skill set, the cost of living in your location, your education level, and your certifications.

**How much does the CompTIA A+ certification cost?**

The CompTIA A+ certification exam costs $492. The cost of the exam is covered in the overall cost of this course.

**What is the CompTIA A+ Certification?**

The CompTIA A+ certification is an entry-level qualification created for individuals interested in the field of information technology (IT). CompTIA states that the A+ certification is the only industry-recognized credential that involves performance testing to verify that professionals can quickly solve critical IT support tasks. Employers worldwide need these trained professionals for endpoint management and technical support roles. Obtaining this highly sought-after certification demonstrates the fundamental technical and soft skills that a field service technician must possess, making it an excellent starting point for acquiring entry-level to intermediate IT positions.

**What kind of salary can I expect with a CompTIA A+ Certification?**

According to the Certification Magazine 2023 Salary Survey, the average CompTIA A+ salary is $108,170 in the U.S. and $99,980 worldwide. Pay depends on several factors, including years of experience, the city where you are employed, and more. To have a better understanding of the average salary for specific job titles, Glassdoor reported in November 2023 the following figures: IT support specialist ($56,564), network engineer ($100,385), IT specialist ($77,439), network administrator ($85,628), and field service technician ($55,214).

**What kinds of jobs can I get with a CompTIA A+ Certification?**

While there is never a guarantee of a specific position, you will qualify for several jobs once you earn your CompTIA A+ certification. Some of the roles you will be prepared for with an A+ certification include an IT support specialist, help desk technician, desktop support analyst, field service technician, and more.

**Is CompTIA A+ worth it?**

If you are interested in pursuing a career in the IT industry, obtaining your A+ certification is a worthwhile investment, according to CompTIA. This certification demonstrates that you possess the foundational knowledge required to start a career in this high-demand field. The A+ certification can help you secure an entry-level position in IT, and as you gain experience, you can specialize and grow in other areas within the field. Having a CompTIA, A+ certification allows for career advancement and offers greater job opportunities as organizations are increasingly in need of skilled tech professionals. In fact, according to the 2022 Dice Tech Salary Report, the average tech salary has increased by 6.9% from 2021 to 2022, with average tech salaries now breaking the six-figure mark for the first time in the 17 years of the report's existence.

**Does this course prepare you for a certification?**

Yes. This course helps you prepare for the CompTIA A+ credential by passing both required certification exams (220-1101 & 220-1102). You will receive an exam voucher for the certification exams, which covers the cost to sit for the certifying exams upon eligibility.

**What if I don't have enough time to complete the course within the time frame provided?**

The time allotted for course completion has been calculated based on the number of course hours. However, if you are unable to complete the course, contact the student advising team to see what options you may have available to work out a suitable completion date. Please note that an extension fee may be charged.

**What kind of support will I receive?**

The course instructor will be available by email to answer any questions and provide feedback on your performance. You will also receive support from the student advising team. *(The CompTIA ITF+ course is self-paced and does not include a specific instructor.)*

**What happens when I complete the course?**

Upon successfully passing the final exam, you will be awarded a certificate of completion from North Central Michigan College.

**Am I guaranteed a job?**

ed2go courses will help you gain the skills you need to obtain an entry-level position in most cases. However, you should always research the job market in your area before enrolling.