

CompTIA A+ (220-1001 & 220-1002 Core Series)

CompTIA A+ Intro

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world and is the preferred qualifying credential for technical support and IT operational roles.

VALUE Prop 1 (Career Changer/Student)

CompTIA A+ validates fundamental IT knowledge including networking, operating systems and security, as well developing problem-solving skills needed for entry-level technical support careers.

VALUE Prop 2 (Employer)

CompTIA A+ ensures service desk and IT support staff have the skills and training required to perform entry-level job tasks including: identifying IT issues, problem-solving and securing end-points. A+ is also the building block towards meaningful career progression.

Accredited by ANSI to show compliance with the ISO 17024 Standard. It is also approved by the DoD for Directive 8140/8570.01-M.

Key Differentiators:

- A+ is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment.
- A+ is trusted by employers around the world to identify qualified job candidates in end-point IT management & technical support roles.
- A+ is regularly revised by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

Additional Selling Points:

- CompTIA certifications mean proven competency on the job.
- CompTIA performance certifications validate the skills associated with a particular job or responsibility.

Resources:

- Average Salary:
 - Glassdoor.com (<https://bit.ly/2GjbGcC>): Field Service Technician
 - UK ITJobsWatch.co.uk (<https://bit.ly/2CYp84a>): Field Service Technician
- A+ Additional Information: [CompTIA.org/certifications/a](https://www.comptia.org/certifications/a)
- Recommended Pathways: [CompTIA.org/certifications/which-certification](https://www.comptia.org/certifications/which-certification)
- Posts: <https://bit.ly/32Hmnzo>

Job Roles:

- Field Service Technician
- Help Desk Technician
- Technical Support Specialist
- Desktop Support Administrator
- Service Desk Technician
- Associate Network Engineer
- Data Support Technician

Companies that Endorse A+:




- BlueCross BlueShield
- Dell
- HP
- Intel
- Nissan
- Ricoh

Competitors	Talking Points / A+ Advantages
Microsoft (MCSA)	• MCSA focuses on Microsoft specific products, while A+ certified pros are better equipped to solve a variety of issues and support many critical teams.
Microsoft (MTA Infrastructure)	• Unlike A+, MTA has minimal presence in job ads.

Skills and Competencies Acquired:	Benefits:
<ul style="list-style-type: none"> • Support basic infrastructure • Configure and support devices and peripherals • Implement data backup and management best practices • Demonstrate baseline security skills • Troubleshoot and problem solve support challenges 	<p>Candidate: CompTIA A+ opens many avenues for career development. IT- certified pros can end up working in cybersecurity, network engineering, network administration, business analysis or data analytics.</p> <p>Employers: Certified employees can address complex IT issues, as well as be the frontline defence for security concerns, allowing for problems to have immediate resolution rather than being escalated.</p>
	<p>By the Numbers:</p> <ul style="list-style-type: none"> • 1 in 10 U.S. IT job postings include A+ as a qualifying credential. • 35K U.S. IT job ads posted annually include A+ as a job requirement. • Over 1.2 million A+ certified professionals.

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How does CompTIA Compare?

		 Microsoft	 Microsoft
Certification	A+	MCSA	MTA Infrastructure
Performance-based Questions	Yes	Yes	No
Exam Length	2 exams, 90 min. each	2-3 exams	4 exams
Experience Level	Entry	Entry	Entry
Exam Focus	Vendor-neutral, technical & professional skills	Tied to specific products (e.g., MCSA Windows 8 or MCSA Server 2012)	Broad-based intro to IT. Gateway to Microsoft's product-centric certifications.
Prerequisites	None. 9-12 months experience recommended	None. Prior experience recommended.	None