

## Microsoft Certified Desktop Support Technician

- **Course Number:** 70-271/70-272
- **Length:**

### Certification Exam

The following Microsoft Certified Professional exams will help you become a Microsoft Certified Desktop Support Technician.

- **Exam 70-271:** Maintaining and Troubleshooting Microsoft Windows XP for Desktop Support Technicians
- **Exam 70-272:** Maintaining and Troubleshooting Applications on a Microsoft Windows XP Platform for Desktop Support Technicians

### Course Overview

The MCDST certification is for a candidate who specializes in supporting end-users. Technicians that have acquired this certification have proven that they have the skills needed to successfully support end-users and troubleshoot desktop environments that are running in the Microsoft Windows operating system.

MCDST's often work in a help desk environment. Though some help desks may involve the support person working at a physical desk, often time MCDST services are provided via a call center, internet, or both. Helpdesk support may be offered to both employees and clients. Many helpdesks use remote software to manage assistance requests and track users.

MCDST candidates are required to pass two core exams and there are no elective exams required. The MCDST credential will not retire with the release of Window Vista certifications; it will continue to be supported by Microsoft and valued by employers and decision makers who use Microsoft Windows XP.

### Prerequisites

MCDST candidates should have a working knowledge of operating in a workgroup or Active Directory domain environment and how end users are affected by each environment.

Candidates should also be able to resolve operating system issues by:

- Telephone
- Connecting to an end user's system remotely
- Visiting an end user's desktop

**Audience**

MCDST certification candidates support end users who run Microsoft Windows XP Professional in a corporate environment or Microsoft Windows XP Home Edition in a home environment. They should have experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications.

**Course Outline**

**Course 2261** Supporting Users Running the Windows XP OS

**Course 2562** Supporting Users Running Apps on Windows XP