A+ Guide to IT Technical Support (Hardware and Software)

By Jean Andrews

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This step-by-step, highly visual text provides a comprehensive introduction to managing and maintaining computer hardware and software. Written by best-selling author and educator Jean Andrews, A+ Guide to IT Technical Support, 9th Edition closely integrates the CompTIA+ Exam objectives to prepare you for the 220-901 and 220-902 certification exams. The new Ninth Edition also features extensive updates to reflect current technology, techniques, and industry standards in the dynamic, fast-paced field of PC repair and information technology. Each chapter covers both core concepts and advanced topics, organizing material to facilitate practical application and encourage you to learn by doing. The new edition features more coverage of updated hardware, security, virtualization, new coverage of cloud computing, Linux and Mac OS, and increased emphasis on mobile devices. Supported by a wide range of supplemental resources to enhance learning with Lab Manuals, CourseNotes online labs and the optional MindTap that includes online labs, certification test prep and interactive exercises and activities, this proven text offers students an ideal way to prepare for success as a professional IT support technician and administrator.

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A+ Guide to IT Technical Support (Hardware and Software) By Jean Andrews Bibliography

- Sales Rank: #260845 in Books
- Published on: 2016-01-01
- Original language: English
- Number of items: 1
- Dimensions: 1.70" h x 8.60" w x 10.90" l, .0 pounds
- Binding: Hardcover
- 1119 pages

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Review
"I like the overall organization of the material and the inclusion of the more hands-on material in the chapters. This is basic information but it is presented in a nice order and is easy to read."

"I think the addition of tablets/mobile devices is a large strength of the chapter and imagery is nice. Students learn with images and descriptions so I think this is done nicely."

About the Author
Jean Andrews has more than 30 years of experience in the computer industry, including more than 13 years in the college classroom. She has worked in a variety of businesses designing, writing, and supporting application software; managing a PC repair help desk; and troubleshooting wide area networks. She has written numerous books on software, hardware, and the Internet, including the bestselling A+ GUIDE TO MANAGING AND MAINTAINING YOUR PC, 8th Edition, and A+ GUIDE TO HARDWARE: MANAGING, MAINTAINING AND TROUBLESHOOTING, Sixth Edition. She lives in north Georgia.

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