Microsoft

MCDST

Microsoft Certified
Desktop Support Technician

On Microsoft Windows XP

MCDST at a glance

Target audience:
This job role represents an entry point into a career as an IT professional. Candidates for this credential work in small- to medium-sized computing environments supporting end-users that use Microsoft Windows XP Professional or Microsoft Windows 2000 Professional as a desktop operating system. They have either completed technical training on supporting Windows XP Professional and Windows 2000 Professional or have a minimum of six months of experience supporting and trouble-shooting any desktop operating system in a workgroup or domain network environment.

Typical job titles for MCDST:
• Help Desk Technician
• Customer Support Representative
• PC Support Specialist
• Technical Support Representative

Experience:
MCDST is an entry-level certification.

Exam requirements:
Two core exams.

product support staff, product developers, service experts, and technical editors to ensure the most accurate information for the Windows Desktop Operating System. Microsoft Certified Technical Education Centers (Microsoft CTECs) deliver these learning resources as well as other consultative services tailored to your individual needs to help you gain knowledge and apply your skills. Microsoft Skills Assessment, available at www.microsoft.com/assessment, evaluates whether you are ready to implement specific business solutions and provides you with recommended ways to increase your knowledge and skills.

The value of MCDST certification to candidates:

• MCDST certification validates the baseline skills needed to enter the IT industry as a support professional.

• MCDST certification helps accelerate support technician careers by providing a structured framework for learning skills.

• MCDST certification distinguishes job candidates from their peers.

• MCDST certification enhances job satisfaction through increased technical competency.

• MCDST certification provides a knowledge foundation for additional Microsoft certifications.
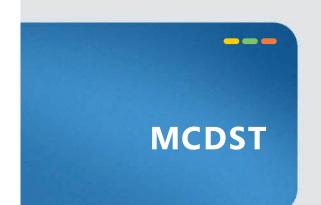
The value of MCDST certification to hiring managers and organizations:

• MCDST certification provides a tangible benchmark for identifying qualified candidates for a support technician role.

• MCDST training and certification give your organization a competitive advantage by allowing you to provide outstanding and consistent service to your customers.

• MCDST training and certification increase operational efficiency and reduce business costs.

For more information, visit the Microsoft Learning Web site or contact your local Microsoft CTEC.

www.microsoft.com/mcdst

Launch a successful IT career.

Organizations need qualified entry-level professionals to support the Microsoft Windows Desktop Operating System environment. There are an estimated 100,000 IT desktop support jobs available in the United States.[1] In addition, demand for support specialists is expected to grow more than 90% between now and 2010.[2]

The MCDST certification validates the fundamental skills needed to enter the IT industry as a support desk professional. The desktop support technician role helps end-users be more productive with Microsoft Windows and Microsoft Office. If you're looking to begin a successful career path and take advantage of job market opportunities, the MCDST certification puts you on the right track to get a job that meets increasing support services demand.

Start with the right foundation.

MCDST certification demonstrates valuable troubleshooting expertise with the Windows Desktop Operating System to employers and clients. For career entrants looking to enter the IT industry or current support desk representatives looking to differentiate themselves, MCDST training and certification demonstrate to employers and clients your valuable troubleshooting skills supporting end-users with the Windows Desktop Operating System.

The MCDST certification provides a framework for learning and validating the skills that support technicians need. As a desktop support technician, you will use excellent customer service skills, educate users, and solve hardware or software operation and application problems on the desktop. You will learn valuable skills and best practices consistent with IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF) foundational operations which are emphasized throughout all of the training content.

Move ahead of the competition with quality, flexible learning solutions.

Prepare for the MCDST certification exams with Official Microsoft Learning Products. Content was designed with the help of Microsoft Product Support Services staff. All scenarios and troubleshooting methods are derived from customers with real-world problems. Comprehensive learning tools, including Microsoft Official Courses and Microsoft Press® Self-Paced Training Kits, have been designed to give you the detailed technical information you need in a format that complements the way you want to learn. All learning products and exams were reviewed and approved by Microsoft

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Core exams: two required

EXAMS | OFFICIAL MICROSOFT LEARNING PRODUCTS | MICROSOFT PRESS BOOKS

▼ **Core exams two exams required**

EXAMS	OFFICIAL MICROSOFT LEARNING PRODUCTS	MICROSOFT PRESS BOOKS
Exam 70-271: Supporting Users and Troubleshooting a Microsoft® Windows® XP Operating System	**Course 2261:** Supporting Users Running the Microsoft Windows XP Operating System (3 days)	*MCDST Self Paced Training Kit: Supporting Users and Troubleshooting Microsoft Windows XP (Exam 20-271).*
Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System	**Course 2262:** Supporting Users Running Applications on a Microsoft Windows XP Desktop Operating System (2 days)	*MCDST Self Paced Training Kit: Supporting Users and Troubleshooting Applications on a Microsoft Windows XP Platform (Exam 20-272).*

MCDST, MCSA, or MCSE
Which certification is right for you?

For IT professionals, Microsoft offers three certifications to validate your expertise: Microsoft Certified Desktop Support Technician (MCDST), Microsoft Certified Systems Administrator (MCSA), and Microsoft Certified Systems Engineer (MCSE). Which certification is right for you and your job role?

Choose **MCDST** if you:

- Want to pursue an IT career and need to enhance baseline support skills on the Microsoft Windows Desktop Operating System.

  OR

- Work in a service desk position and want to validate your skills and further your career growth potential.

Examples of job titles:
- Help Desk Technician
- Customer Support Representative
- PC Support Specialist
- Technical Support Representative

Learn more about the MCDST credential. **www.microsoft.com/mcdst**

Choose **MCSA** if you:

- Implement, manage, and maintain the typically complex computing environment of medium-sized to large companies.

  OR

- Have sufficient hands-on experience with implementing, managing, and maintaining desktop and network operating systems and managing and maintaining a network infrastructure.

Examples of job titles:
- Systems Administrator
- Network Administrator
- Information Systems Administrator
- Network Operations Analyst
- Network Technician
- Technical Support Specialist

Learn more about the MCSA credential. **www.microsoft.com/mcsa**

Choose **MCSE** if you:

- Design, plan, and implement Microsoft Windows Server solutions and architectures in medium-sized to large companies.

  OR

- Have at least one year of experience designing, planning, implementing, and analyzing business solutions with Microsoft products and technologies.

Examples of job titles:
- Systems Engineer
- Network Engineer
- Systems Analyst
- Network Analyst

Learn more about the MCSE credential. **www.microsoft.com/mcse**

MCDST, MCSA, or MCSE
How do certification requirements differ?

Certification:	MCDST	MCSA	MCSE
Number of total exams required:[1]	2	4	7
Number of core exams required:	2	3 • 1 client operating system exam • 2 networking system exams	6 • 1 client operating system exam • 4 networking system exams • 1 design exam
Number of elective exams required:[2]	0	1	1
Design skills required:	NO	NO	YES

[1] Not counting upgrade paths.
[2] Certain certifications from CompTIA and Unisys may satisfy elective exam requirements. See Web site for information.

Technology Lifecycle

DESIGN → PLAN → IMPLEMENT → MANAGE → MAINTAIN

SERVER/NETWORK | CLIENT/DESKTOP

Microsoft CERTIFIED *Systems Engineer*

Microsoft CERTIFIED *Systems Administrator*

Microsoft CERTIFIED *Desktop Support Technician*