

Microsoft Certified Desktop Support Technician (MCDST)

Microsoft's new MCDST entry-level certification will get you started in an IT career by ensuring you have the skills to successfully support end-users and troubleshoot desktop environments running on the Microsoft Windows operating systems. The MCDST certification covers the skills of help desk technician, customer support representative, PC support specialist, technical support representative, and technical support specialists as defined by the National Workforce Center for Emerging Technologies Skill Standards for Information Technology and other research worldwide. An MCDST candidate should have 6-12 months of experience supporting end users of a desktop operating system. MCDST candidates are required to pass two core exams. Elective exams are not required.

The following certification information is provided as a reference for your convenience. Visit Microsoft's Certification site for the most up-to-date information regarding Microsoft Certifications.

MCDST Certification Track

Core Track

Windows XP - Supporting Users Running Windows XP Applications <i>Exam 70-272</i>	2 Days
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Windows XP - Supporting Users Running Windows XP <i>Exam 70-271</i>	3 Days
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