

Microsoft Certified Desktop Support Technician (MCDST)

Boost your IT support career with unmatched validation as a Microsoft Certified Desktop Support Technician (MCDST). This credential proves your ability to successfully troubleshoot desktop environments that run on the Microsoft Windows operating system. It also shows you have the necessary soft skills to educate users and help them solve hardware and software operation and application problems on Windows.

Level:	Six to twelve months of experience in supporting end users of a desktop operating system
Audience:	IT professional
Type:	Microsoft Certification

To earn the MCDST credential, you must pass both of the following exams, in any order.

Required exams

Exam Number	Title
070-271	Supporting Users and Troubleshooting a Windows XP Operating System
070-272	Supporting Users and Troubleshooting Desktop Applications on a Windows XP Operating System

Upgrade your MCDST certification to earn MCTS and MCITP certifications

As a Microsoft Certified Desktop Support Technician (MCDST), you can upgrade your credential to include a Microsoft Certified Technology Specialist (MCTS) certification and a Microsoft Certified IT Professional (MCITP) certification, by passing just one exam.

These added credentials validate your comprehension of the functions and features of the Windows Vista operating system, your ability to deploy and support Windows Vista, and your skills related to troubleshooting network connectivity and applications issues within Windows Vista.

Current certification	Certification goals	Required exam
MCDST (Windows XP)	MCTS (Windows Vista – Configuration) <i>and</i> MCITP: Enterprise Support	070-621 : PRO: Upgrading Your MCDST Certification to MCITP Enterprise Support Note If you have an MCDST, you can use Exam 70-621 toward certifications that list Exam 70-620 as a requirement (for example, MCTS on Windows Vista – Configuration).

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Upgrade to MCITP: Consumer Support Technician

After you pass Exam 70-621, you have completed the prerequisite for the MCITP: Consumer Support Technician credential. This credential highlights your expertise in job roles supporting a broad range of consumer desktop operating systems, desktop applications, mobile devices, networking, and hardware support issues related to Windows Vista. It is the right option for you if you would like to build expertise in home user support or consumer retail support.

Current certifications	Certification goal	Required exam
MCDST (Windows XP) MCTS (Windows Vista – Configuration) MCITP: Enterprise Support	MCITP: Consumer Support Technician	070-623: PRO: Supporting and Troubleshooting Applications on a Windows Vista Client for Consumer Support

Source link <http://www.microsoft.com/learning/en/us/certification/mcdst.aspx#tab3>