

**INFORMATION SYSTEMS TECHNOLOGY:
IT TECHNICAL SUPPORT**

Career Studies Certificate

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Purpose: This career studies certificate is designed for persons seeking employment in a technical support center and for those persons employed who desire to update their skills in the help desk field. This curriculum will prepare students for employment as help desk specialists/technicians, desktop support specialists and technical support specialists. Upon completion, graduates are prepared to study for the A+ and Microsoft Certified Desktop Support Technician (MCDST) certifications.

One Year		Credits
1st Semester		
¹ ENG/SPD Elective		3
ITE	126 Operating System Fundamentals	1
ITE	180 Help Desk Support Skills	3
ITE	181 Technical Training Principles	3
ITN	101 Introduction to Network Concepts	<u>3</u>
Total		13
2nd Semester		
ITE	182 User Support/Help Desk Principles	3
ITN	106 Microcomputer Operating Systems	3
ITN	107 Personal Computer Hardware and Troubleshooting	3
ITN	260 Network Security Basics	<u>3</u>
Total		12

Total Credits for the Career Studies Certificate in IT Technical Support = 25.

IT courses used for this program may not be more than 10 years old, unless approved by division dean.

¹ENG/SPD elective must be selected from the following: ENG 111, SPD 100, 110, 115, 126, 227 or 229.