The IT courses in following career studies certificate may be used to complete the AAS degree in Information Systems Technology, or the program may be taken on its own.

INFORMATION SYSTEMS TECHNOLOGY:
IT Technical Support
Career Studies Certificate   **AN, WO**

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.

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