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/CST 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	3
	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	3
	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/CST elective must be selected from the following: ENG 111, CST 100, 110, 115, 126, 227 or 229.