COMPUTER TECHNOLOGY - TECHNICAL SUPPORT CERTIFICATE

PROGRAM OVERVIEW

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Technical Support and Help Desk operations are an important part of computer operations in almost every company and organization today. Students will examine general technical support concepts, responsibilities and customer service skills. Students will troubleshoot, analyze, identify and diagnose errors, using established processes and procedures. This is a career program and is designed to enable students to seek employment at the program's completion. Students must achieve a "C" or better in the required computer courses. All credits are transferable to the Computer Technology associate degree program if the student wishes to pursue further studies.

Successful completion of this program qualifies a student to apply for a Certificate in Technical Support.

PROGRAM PATH

TECHNICAL SUPPORT

ONE-YEAR CERTIFICATE

PREPARATION FOR EMPLOYMENT

BUSINESS ADMINISTRATION		Credit Hours
Business Administration 101 or 104 (Introduction to Business or Sales and Customer Service)		3
	Total:	3

COMPUTER TECHNOLOGY		
Computer Technology 101 (Computer Literacy)		3
Computer Technology 103 (Computer Logic)		4
Computer Technology 107 (Introduction to Cybersecurity)		3
Computer Technology 109 (Emerging Technologies)		3
Computer Technology 180 (PC Architecture)		3
Computer Technology 219 or 220 (Operating Systems or Linux OS)		3
Computer Technology 225 (Introduction to Networking)		3
Computer Technology 288 (A+ Certification Exam Review)		1
	Total:	23

SPEECH		
Speech 101 (Speech Communication)		3
	Total Credit Hours:	**29**

*Computer Technology 240 (Field Placement) can be used as a substitute for any required 200-level computer technology course in the technical support certificate.

NOTE: All courses specifically identified by course number are graduation requirements for this program.