This college semester hour certificate program focuses on computer systems and network support.

For more information, please visit the Occupational Outlook Handbook website.

ACADEMIC PLAN: Certificate Program
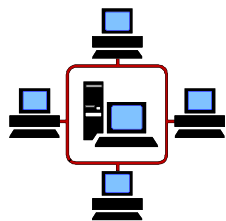
Help Desk Support Technician

Code
5244

Program Length
19 Credits

Entrance Requirements

Students holding valid current IT industry certifications should contact a departmental advisor about credit that may be awarded for selected courses based on such certifications. The courses in certificate program may be used as part of the A.S. degree program in Computer Information Technology.

FRESHMAN YEAR

1st Semester		Sem. Hrs.	2nd Semester		Sem. Hrs.
CTS 1110	Microcomputer Operating Systems	3	CTS 2156[1]	Desktop Support	3
CTS 1131	Intro to Microcomputer Maintenance		CGS 1100[2]	Microcomputer Applications	3
	And Repair	3			
CTS 1155	IT User Support	3			
SLS 1101	Orientation	1			
TOTAL		**10**	**TOTAL**		**6**

SOPHOMORE YEAR

1st Semester		Sem. Hrs.
CTS 1163[3, 4]	Microsoft Desktop Systems Config.	3
TOTAL		**3**

[1] Prerequisite: Completion of CTS 1155 or consent of the department.
[2] Prerequisite: Completion of CGS 1060 or CIS 1000 or consent of the department.
[3] Prerequisite: Completion of CTS 1110 or equivalent certifications or consent of the department.
[4] Requires acceptable college-ready placement score in reading or successful completion of appropriate developmental reading course(s).

While academic advisors, faculty and staff provide significant academic planning and related assistance to students, completion of all degree requirements, and the process of monitoring progress to that end, is ultimately the responsibility of the student.