

## Computer Technical Support Certificate of Achievement - Active

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Department: Computer Networking & Information Technology

Approval: November 2013

This certificate includes instruction in the support of a typical workplace computer environment including hardware, operating systems, and application programs. Students in this program practice diagnostic troubleshooting, technical and logical problem solving, end-user training, and customer relations skills. Students completing this certificate program will be qualified for entry-level computer technical support, IT and help desk positions.

### Learning Outcomes

Upon completion of this program, students will be able to:

- Evaluate components and configure a functional computer system.
- Troubleshoot and repair defective computer systems.
- Configure and diagnose basic network connectivity.
- Demonstrate correct use of office productivity applications.

Students must complete each course with a grade of "C" or higher.

The minimum time for completion of this certificate is 2 semesters. Completion time will vary based on student preparation and number of classes completed per semester.

### ***Courses Required for the Certificate of Achievement in Computer Technical Support***

Course	Units
<b>Required courses:</b>	
CNIT 100 - Intro to Computers Using PC's	3.00
CNIT 101 - Operating Systems I - Windows	3.00
CNIT 102 - Operating Systems II - Command Line	3.00
CNIT 103 - Computer Hardware	3.00
CNIT 104 - Operating Systems Technologies	3.00
CNIT 105 - IT Customer Support	3.00
CNIT 106 - Introduction to Networks	3.00
Total:	21.00
<b>Choose one of the following courses:</b>	
CNIT 197 - Internship and Work Experience	1.00
CNIT 103L - Computer Hardware Lab	1.00
CNIT 105L - Computer Technical Support	1.00
Total:	1.00
<b>Total:</b>	<b>22.00</b>

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