

Fundamentals of Technical Support Certificate of Accomplishment - Active

Department: Computer Networking & Information Technology

Approval: December 2018

Effective Semester: Fall 2019

This certificate includes instruction in introductory technical support skills. Students will learn the fundamentals of: problem-solving technical support issues related to end-user computer applications, hardware and operating systems. Students completing this certificate program will be qualified for employment in entry-level computer technical support positions.

Learning Outcomes

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

- Recognize technical support skills required by the IT industry.
- Identify and solve computer-related issues.
- Support and maintain computer applications, hardware and operating systems.
- Provide basic IT Project Management skills.

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 Accomplishment in Fundamentals of Technical Support

Course	Units
Required courses:	
CNIT 100 - Intro to Computers Using PC's	3.00
CNIT 103 - Computer Hardware	3.00
CNIT 104 - Operating Systems Technologies	3.00
CNIT 105 - IT Customer Support	3.00
CNIT 103L - Computer Hardware Lab	1.00
or	
CNIT 197 - Internship and Work Experience	1.00
Total:	13.00
Total:	13.00

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