DESKTOP SUPPORT, CERTIFICATE OF COMPLETION

COMPUTER AND INFORMATION TECHNOLOGY

Certificate of Completion: CCL 5043
19-22 Credits
Program Contact
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Program Description

The Certificate of Completion (CCL) in Desktop Support program is designed to prepare students for entry-level computer maintenance, help desk, and network technician jobs. The classes focus on the development of knowledge and skills in computer, network, and security technologies, as well as the interpersonal skills in customer service/technical support needed to be successful within the industry. Depending on course selection, this program helps prepare students for the CompTIA A +, CompTIA Network+, and/or CompTIA Linux+ certification exams. Students who complete this program may seek employment in a variety of environments. Students can also pursue additional Certificates of Completion (CCLs) in a variety of specializations within the information technology field to deepen their knowledge and skills and help prepare them for multiple industry certification examinations. An Associate in Applied Science (AAS) in Network and Systems Administration is also available.

Program Notes

Students must earn a grade of "C" or better in all courses in the program. Overall program minimum GPA = 2.00.

Courses within any of the following prefixes must be taken within five (5) years prior to completion of the program to be applied toward this award: AIM, BPC, CIS, CLD, CNT, CSC, ITS, and MST.

++ indicates any suffixed course may be selected.

Program Requirements

Program Prerequisites: None

Code	Title	Credits	Semester
Required Courses			_____
BPC170	A+ Exam Prep: Computer Hardware Configuration and Support	3	_____
BPC270	A+ Exam Prep: Operating System Configuration and Support	3	_____
CIS102DA	Customer User Support	3	_____
CIS105	Survey of Computer Information Systems	3	_____
CIS126DL	Linux Operating System	3	_____
or CIS126RH	Red Hat System Administration I		_____
Select one of the following:		3-4	_____
CIS190	Introduction to Networking		_____
CNT140AB	Introduction to Networks [1]		_____
Restricted Electives			_____
Select one to three credits from the following:		1-3	_____
BPC171	Recycling Used Computer Technology		_____
CIS290AA	Computer Information Systems Internship		_____
CIS290AB	Computer Information Systems Internship		_____
CIS290AC	Computer Information Systems Internship		_____
CIS296WB	Cooperative Education		_____
CIS296WC	Cooperative Education		_____
CIS298AA	Special Projects		_____
CIS298AB	Special Projects		_____
CIS298AC	Special Projects		_____
Total Credits		**19-22**	_____

[1] CNT140AB Introduction to Networks is recommended for students interested in pursuing their Cisco Network Administration Certification