

IT SERVICE DESK SPECIALIST CERTIFICATE +

This certificate prepares students to work as computer service desk technicians providing solutions to problems related to software applications and relevant hardware. Students completing this certificate are prepared to assume a variety of positions including computer support specialists, information office managers and support technicians.

Required Courses are listed in the order in which we recommend you take them.

- First Semester Seminar
INT 1050 - Dimensions of Self & Society
- ENG 1061 - English Composition
- CIS 1350 - Desktop Operating Systems*
- CIS 2110 - Concepts of PC Hardware*
- CIS 2120 - Concepts of Local Area Networks
- ENG 2135 - Technical Writing & Research
- CIS 2245 - Concepts of Computer Security
- CIS 2360 - Computer User Support

Total credits: 25

* This course covers concepts found on the CompTIA A+ certification exams.

+ This program can be completed fully online.