

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 can prepare to earn the CompTIA A+ certification and are qualified to assume a variety of positions including computer support specialists, information office managers and support technicians. Courses taken in this certificate can be applied to CCV's Associate degree program in Information Technology (A.S.).

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 1100 - Introduction to Computer Science
- 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*
- WFE 0541 - CompTIA A+ Preparation Workshop, (0 credits, optional)

Total credits: 28

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

+ This program can be completed fully online.