

Computer Support Specialist

Degree Type

Certificate

Program Description

The Computer Support Specialist Certificate focuses on the computerized technologies that are critical to business and industry. This program provides students with the ability to support customers and other users that deal with hardware and software issues. Graduates will have an understanding of network operating systems, PC connectivity, network resources, network utilities, and network administration. In addition to an understanding of networks, students will also obtain comprehensive training in the administration of specific operating systems including Linux, numerous Microsoft network operating systems, and other network utilities. Students will cover aspects of the Microsoft Certified Desktop Support Technician (MCDST) and CompTIA Linux+, Net+, and A+ certifications.

This program falls under the federal guidelines of Gainful Employment programming. For important information regarding program costs, debt, and potential earnings, please [click here](#).

Career Opportunities

1. Help Desk Support Technician
2. Customer Support Technician
3. Technical Support Specialist

Program Objectives

Upon completion of the program, the student will be able to:

1. Demonstrate general computer and networking knowledge.
2. Provide accurate technical explanations of the major components of a computer and the devices used in creating a network environment.
3. Perform routine network administrative tasks including operating system installs and upgrades, configuration, administration and troubleshooting.

Obtaining the Certificate

To earn the Certificate, students must:

- Matriculate into the program.
- Satisfactorily complete all certificate requirements.

Required Courses

Course Code	Title	Credits
CIT 100	Microcomputer Applications	3
CIT 132	Local Area Networks	4
CIT 165	Hardware Components	3
CIT 166	Visual Basic Programming	3
CIT 173	Windows Enterprise Desktop Operating Systems	3
CIT 196	Database Management	3
CIT 222	Linux Operating System	3
CIT 226	Windows Server Management	4
COM 101	Public Speaking	3
	Total Credits	29

Course Sequencing

Fall 1

Course Code	Title	Credits
CIT 100	Microcomputer Applications	3
CIT 132	Local Area Networks	4
CIT 166	Visual Basic Programming	3
CIT 173	Windows Enterprise Desktop Operating Systems	3
COM 101	Public Speaking	3

Spring 1

Course Code	Title	Credits
CIT 165	Hardware Components	3
CIT 196	Database Management	3
CIT 222	Linux Operating System	3
CIT 226	Windows Server Management	4