

# Help Desk/Technical Support Certificate in Computer Technology

## Entrance Requirements:

Acceptable ASSET or COMPASS score

## Type of Program:

Day, night or online

## Type of Degree:

Certificate

- This certificate provides students with the skills and experience necessary to become technical support services professionals for end-users in a business or other large or small enterprise settings. Students are prepared to integrate seamlessly into the enterprise, utilizing effective communication, technical, and customer service skills. Help desk procedures are emphasized covering troubleshooting, tracking, solving and documenting service calls as well as providing end-user training.
- The courses in this program will prepare the students to take the Microsoft Certified Desktop Support Technician (MCDST) exams.
- This program requires a minimum grade of “C” in all courses.
- Transfer credit for CPT 101 will only be allowed if completed within the last five years. A validation test is required for credits earned more than five years past.

## Recommended Program Schedule

### *First Semester*

CPT 101	Introduction to Computers*	3.0
CPT 257	Operating Systems	3.0
CPT 209	Computer Systems Management	3.0

### *Second Semester*

CPT 270	Advanced Microcomputer Applications	3.0
MKT 130	Customer Service Principles	3.0
IST 220	Data Communications	3.0

### *Third Semester*

CPT 267	Technical Support Concepts	3.0
CPT 268	Computer End-User Support	3.0
IST 256	LAN Desktop Technologies	3.0

**Total credit hours** **27.0**