PROGRAM OF STUDY

Information Technology Support Technician Certificate of Achievement

This program provides students with the knowledge, training, and hands-on experience to pursue a career as an Information-Technology Support Technician professional in business, government, or education. Students completing this program of study will be able to enter the workforce with a comprehensive understanding of computer hardware, system software, networking essentials, and needed people skills to maintain their job at a work place. These courses apply toward the Associate of Science degree in Information Systems.

Program Learning Outcomes
Upon successful completion of this program the student will be able to:
operate commonly used computer hardware and software
identify the categories of software by their purpose and provide examples of each category
apply structured logic in analyzing and solving problems
demonstrate a breadth of knowledge of networking and its uses in the business environment.

Required Courses		Units
IS15	Computer Concepts	3
IS60	Operating Systems	3
IS61	Computer Building and Configuration	1.5
IS62	Computer Troubleshooting and Maintenance	2.5
IS63	Computer Networking I	3
OT17	Job Retention and Responsibilities	1

Total Units	**14**

Effective Term: Fall 2018

PID 719