IT SUPPORT TECHNICIAN, CERTIFICATE OF ACHIEVEMENT (C)

How to schedule an Academic Counseling appointment (https://www.sbcc.edu/counselingcenter/counselingappointments.php).

Overview

This IT Support Technician Certificate of Achievement program provides training and skills in preparation for immediate employment on a computer help desk or support desk in a variety of organizations, as well as to support computer users in the retail environment. It provides skills needed for career entry in this information technology employment area. The certificate is designed to prepare students for an entry-level position as a Help or Support Desk Specialist in the field of information technology. Program completers will be able to obtain positions in any organization, in IT service organizations, and in computer retail stores. This certificate is designed as an entry-level certificate program, which can also lead to the department's PC Support and Network Management Certificate.

Requirements

Certificate of Achievement Requirements

Complete all Department Requirements for the Certificate of Achievement with a C or better or "pass" in each course. Candidates for a Certificate of Achievement are required to complete at least 20% of the department requirements through SBCC.

Code	Title	Units
Department Requirements		
CIS 101	Introduction to Computers and Information Systems	4
CIS 111	Computer User Support	2
CIS 112	Help Desk Concepts	2
CIS 218	MS Windows Desktop System Administration	4
CNEE 102	A+ Computers and Network Support	4
CNEE 110	Networking Essentials	4
COMP 101	Introduction to Computer Applications	4
COMP 171	Business English	3
Total Units		**27.00**

Learning Outcomes

- Communicate effectively with users to resolve a variety of computer customer support issues.
- Develop procedural documentation.
- Evaluate help desk tools and technologies.
- Perform root cause analysis of simple computer problems.

Recommended Sequence

Make an appointment with your SBCC academic counselor through Starfish to create a Student Education Plan that reflects a recommended course sequence for this program that is tailored to your individual needs.