



Help Desk Support Technician

(CIP 0511010313)

College Credit Certificate / Code: 66037 / 16 credits

Effective Term: Fall 2020 (2207)

The Help Desk Support Technician College Credit Certificate is designed to prepare students with the technical knowledge and skills for employment as entry-level computer help desk and support technicians in commercial, industrial and government institutions. Graduates are also prepared for CompTIA A+ and Network+ industry certifications.

Major Course Requirements

Course ID	Course Title	Credits	Pre/Co-Requisites
CGS 1560	A+ Computer Operating Systems	(4 credits)	
CTS 1131	A+ Computer Essentials & Support	(4 credits)	Pre-req CGS 1560
CTS 1134	Networking Technologies	(4 credits)	
CTS 1328	Supporting Microsoft Clients	(4 credits)	Pre-req CGS 1060C or Computer Skills Placement Exam