

HELP DESK SUPPORT TECHNICIAN (4108)

COLLEGE CREDIT CERTIFICATE

This college credit certificate is designed to prepare students for employment with companies that have a continuing need for trained customer support specialists to answer customer problem calls and provide assistance in solving technical problems.

This program is an intermediate step toward the Associate in Science degree in Computer Information Technology.

If you need additional information after seeing an advisor, please send an email to BCCInfo@SJRstate.edu.

CERTIFICATE SPECIFIC COURSES:

+ CET	1178C	Computer Hardware Support Essentials	3
+ CET	2179C	Computer Software Support Essentials	3
	CGS 1060	Introduction to Computer Concepts	3
	CGS 1100	Microcomputer Application Software	3
+ CNT	2500	Network/Data Communications	3
+ CTS	2155	Customer Support Operations.....	3

REQUIRED TOTAL CREDIT HOURS 18

+Prerequisite course required. See course descriptions in catalog.

Additional credit may be awarded for current industry certifications based on the Florida Department of Education Gold Standard Industry Certification articulation agreements.

Gainful employment information regarding the cost, careers, completion and placement rates associated with this program may be found at SJRstate.edu/geprograms.html.

NOTE: The CISCO lab is located on the Orange Park Campus. The following courses are only taught in the CISCO Lab: CET 1600C, CET 2610C, CET 2620C, CET 2615C. Most of the courses requiring a lab component will be offered as hybrid classes. In hybrid courses, theory and concepts are taught online and students are required to attend campus to complete lab requirements.

NOTE: Courses are listed alphabetically. This is not the order in which the courses should be taken. Please see the program plan/course rotation to see the order in which courses should be taken. This will ensure that you complete prerequisite courses and are prepared for additional courses when they are offered.