

# INFORMATION TECHNOLOGY SUPPORT SPECIALIST (4109)

COLLEGE CREDIT CERTIFICATE

*This college credit certificate is designed to prepare students for employment as technical support specialists with an IT department. Individuals in this area help IT staff analyze, troubleshoot, and evaluate computer and network problems.*

*This program is an intermediate step toward an 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](mailto:BCCInfo@SJRstate.edu).**

## **CERTIFICATE SPECIFIC COURSES:**

+ CET	2179C	Computer Software Support Essentials.....	3
	CGS 1060	Introduction to Computer Concepts.....	3
	CGS 1100	Microcomputer Application Software .....	3
+ CGS	1560C	Microcomputer Operating System.....	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.

NOTE: The CET lab is located on the Orange Park campus. 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.

