

IT SUPPORT SPECIALIST, CERTIFICATE OF ACCOMPLISHMENT

Banner Code: 3_CE_ITSS

Not Financial Aid Eligible

The courses in this certificate program provide students with the basic hands-on skills needed to perform entry-level help desk computer support. Topics include the knowledge and skills necessary to prepare for CompTIA certifications including A+ Essentials, Network+, and Security+. The courses emphasize development of fundamental technical skills needed in computer networking, help desk troubleshooting, and best practices.

Program Level Student Learning Outcomes

Upon completion of this program, students will be able to:

1. Demonstrate the ability to locate technical resources to solve problems with networking hardware and software.
2. Demonstrate proficiency with various software packages to solve common networking problems to design and implement a workable solution.
3. Build and maintain secure networks.

Review Graduation Requirements (<https://catalog.cccd.edu/coastline/graduation-requirements/certificates/#accomplishmenttext>).

Course	Title	Units
Required Core		
Complete the following:		
CST C104	IT Fundamentals	3
CST C110	Computer Hardware and Software (A+ Essentials)	4
CST C128	Computer Networking Principles (Network +)	3
CYBR C230	Network Security (Security+)	3
Total Units		13