

IT SUPPORT SPECIALIST, CERTIFICATE OF ACHIEVEMENT

Banner Code: 3_CN_ITSS

Control Number: 44205

Not Financial Aid Eligible

The courses in this certificate program provide students with the hands-on skills needed to perform entry-level help desk computer support. The program courses are designed to help students prepare for industry-recognized certifications including CompTIA IT Fundamentals , Network +, Server+, and Security+. The courses emphasize development of in-demand technical skills needed in computer networking, help desk troubleshooting, server administration, and security 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, systems, and cloud solutions.
2. Demonstrate proficiency with various software packages to solve common networking, system, and cloud problems.
3. Demonstrate the ability to design and implement solutions for networking, system, and cloud operations.

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

Course	Title	Units
Required Core		
Complete the following:		
IT C104	IT Fundamentals	4
IT C128	Computer Networking Principles (Network +)	3
or IT C201	Introduction to Networking (Cisco CCNA 1)	
IT C158	Contemporary Operating Systems (Server+)	3
CIS C157	Introduction to Python Programming	3
IT C198	Cloud Foundations	3
CYBR C230	Network Security (Security+)	3
or CYBR C101	Introduction to Cybersecurity	
Total Units		19