



CIT - Help Desk Technician Certificate +CHDT

Students may choose to earn a Help Desk Technician Certificate, which takes one year to complete. Students may then take another year of courses to earn an AAS degree in either CIT – Computer Support Specialist or CIT – Network Administration and Support, or enter the work force as an entry-level Help Desk Technician.

First Semester

Course		Semester Hours
BCIS 1305	Business Computer Applications	3
CPMT 1305	IT Essentials I: PC Hardware and Software	3
ITMT 1358	Windows Client Operating System	3
ITSE 1359	Introduction to Scripting Languages	3
ITSY 1342	Information Technology Security	3
		15

Second Semester

Course		Semester Hours
EECT 1300	Technical Customer Service**	3
ITCC 1314	CCNA 1: Introduction to Networks	3
ITSC 1315	Project Management Software	3
ITSC 1316	Linux Installation and Configuration	3
.....	Approved Elective (select one course from list below)	3
		15
	Total Hours	30

Approved Elective: ITCC 1340 CCNA 2: Routing and Switching Essentials OR ITNW 1354 Implementing and Support Servers OR ITSW 2334 Advanced Spreadsheets OR ITSW 2337 Advanced Database.

+ Course of study identification number.

** Capstone Experience.

Note: A student who completes the required courses with an overall average of C may receive a Certificate of Completion in CIT - Help Desk Technician.