

HELP DESK SPECIALIZATION - COMPUTER INFORMATION TECHNOLOGY, ASSOCIATE IN SCIENCE

Program Code: CIASHDS

Meta-Major: STEM

Location(s): Cocoa, Melbourne, Palm Bay, Titusville, Online

Delivery Method(s): On-Campus, Hybrid

Previous Degree Required: HS Diploma

Eligible for Financial Aid: Yes

Additional Limited Access Application Process Required: No

Program Testing Requirements: CPT - Common Placement Test (PERT, ACCUPLACER, SAT, ACT)

Classification of Instructional Programs (CIP) Code: 11.0103

Florida Department of Education CIP Code: '1511010307

Students can only select one major and one specialization. Students may receive a specific A.S./B.A.S. degree only one time. While students may take courses from multiple specializations, however, the degree will be awarded only once.

The Help Desk specialization provides the student with experience to apply knowledge with companies that have a continuing need for trained customer support specialists, to staff the help desk answering customer problem calls, and providing timely assistance in solving technical problems. [Visit the program page for more details and how to apply.](#)

Specialization Requirements

Code	Title	Credit Hours
General Education Courses		
ENC 1101	Composition 1	3
	Humanities Core Requirement	3
	Mathematics Core Requirement	3
	Natural Science Core Requirement	3
	Social/Behavioral Science/Core-Civic Literacy Requirement	3
Computer Programs - Core Courses		
CET 1176	Computer Maintenance and Repair	3
CGS 1000	Exploring Digital Technology	3
CGS 2100	Microcomputer Applications	3
COP 1000	Principles of Programming	3
COP 2700	Database Techniques	3
CTS 1142	Information Technology Project Management	3
CTS 1329	Microsoft Client O/S	3
CTSC 1134	Network+	3
Help Desk Specialization		
CTS 1154	Help Desk Technical Support	3
CTS 1155	Help Desk Customer Support	3
CTS 1321	Linux Networking and System Administration	3
CTS 1383	Microsoft Server O/S - Installation and Configuration	3
Technical Electives		9

CGS 2571	Microcomputer Applications-Advanced
CGS 2941	Internship
CGS 2948	Service-Learning Field Studies 1
CIS 2321	Systems Analysis and Design
COP 2822	Web Page Authoring
CTS 1321	Linux Networking and System Administration
CTSC 2120	Network Security Fundamentals
ENC 2210	Technical Writing
GIS 2948	Service-Learning Field Studies 1
MAT 1033	Intermediate Algebra

Total Credit Hours

60

Learning Outcomes: Computer Information Technology A.S.

- Differentiate between storage devices and storage media
 - Supports Core Ability: Process Information
- Identify computer viruses such as Worms, and Trojan Horses
 - Supports Core Ability: Process Information
- Organize data for entry into a spreadsheet application
 - Supports Core Ability: Process Information
- Create constraints enforcing data integrity in relational databases
 - Supports Core Ability: Process Information
- Code an SQL statement that selectively lists rows and columns from two or more joined tables
 - Supports Core Ability: Think Critically and Solve Problems
- Code an SQL statement that uses aggregate functions
 - Supports Core Ability: Think Critically and Solve Problems
- Install an Operating System
 - Supports Core Ability: Think Critically and Solve Problems
- Classify types, characteristics, and uses of common components on a motherboard
 - Supports Core Ability: Process Information
- Explain a scope statement framework
 - Supports Core Ability: Process Information
- Describe a project charter framework
 - Supports Core Ability: Process Information