

COLLEGE CREDIT CERTIFICATE - HELP DESK SUPPORT TECHNICIAN

Previous Degree Required: HS Diploma

Eligible for Financial Aid: Yes

Delivery Method(s): On-Campus, Hybrid, Online

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

Additional Limited Access Application Process Required: No

Program Testing Requirements: Not Required

Academic Community: STEM

Program Code: HDCC

Classification of Instructional Programs (CIP) Code: 11.0103

Florida Department of Education CIP Code: 0511010313

This certificate is part of the A.S. Computer Information Technology degree.

This certificate program prepares the student to become a support technician who will provide hands-on technical assistance such as computer repair and software installation.

This certificate also prepares the student for industry certification. High tech companies have a continuing need for trained customer support specialists to staff the help desk; answer customer calls and provide timely assistance in solving technical problems. Credits earned in this certificate also apply to the A.S. Computer Information Technology degree.

Refer to the [College Credit Certificate](#) overview page to find information about admission, graduation, general education and other requirements.

Visit the [program page](#) for more information

Certificate Requirements

Code	Title	Credit Hours
Major Courses		
CET 1176	Computer Maintenance and Repair	3
CTS 1154	Help Desk Technical Support	3
CTS 1155	Help Desk Customer Support	3
CTS 1329	Microsoft Client O/S	3
CTS 1383	Microsoft Server O/S - Installation and Configuration	3
CGS 2941	Internship	1
Total Credit Hours		16

Course Sequence

The following sequence is recommended. However, courses may not be offered in this order, so it is important that you work with an advisor to plan your schedule based on your specific needs.

Course	Title	Credit Hours
Year 1		
Fall		
CET 1176	Computer Maintenance and Repair	3

CTS 1154	Help Desk Technical Support	3
CTS 1329	Microsoft Client O/S	3
Credit Hours		9
Spring		
CGS 2941	Internship	1
CTS 1155	Help Desk Customer Support	3
CTS 1383	Microsoft Server O/S - Installation and Configuration	3
Credit Hours		7
Total Credit Hours		16

Learning Outcomes

1. Install an Operating System
 - *Supports Core Ability: Think Critically and Solve Problems*
2. Classify types, characteristics, and uses of common components on a motherboard
 - *Supports Core Ability: Process Information*