

HELP DESK SUPPORT TECHNICIAN, COLLEGE CREDIT CERTIFICATE

Program Code: HDCC

Meta-Major: STEM

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

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

Previous Degree Required: HS Diploma

Eligible for Financial Aid: Yes

Additional Limited Access Application Process Required: No

Program Testing Requirements:

Classification of Instructional Programs (CIP) Code: 11.0103

Florida Department of Education CIP Code: 0511010311

This certificate is part of the [Computer Information Technology A.S.](#) degree program.

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 [Associate in Science \(A.S.\) degree in Computer Information Technology](#). [Visit the program page for more details and how to apply.](#)

Refer to [course descriptions](#) to determine prerequisites.

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	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: Help Desk Support Technician, College Credit Certificate

- 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*