

**COMPUTER SCIENCE AND INFORMATION TECHNOLOGY
HELP DESK
CERTIFICATE
Catalog 2005-2007**

The rapid growth of computer technology has created an ever growing need for help desk and technical support personnel. Help desk technicians provide technical support and business tool usage advice to others. They troubleshoot and restore routine technical service and equipment problems by analyzing, identifying and diagnosing errors, using established procedures. Upon completion of this certificate, the student may sit for some of the top industry certifications to solidify their knowledge in the field. A mandatory cooperative education experience is part of this program. Courses taken in this certificate may also be applied to an appropriate Information Systems associate degree.

			Credit Hours	Grade	
___	COSC	125	Business Microcomputer Applications	3	_____
___	COSC	118	Computer Programming Fundamentals with C++ OR		
___	COSC	214	Visual Basic I	3	_____
___	ITCT	111	A+ Hardware and Operating Systems	3	_____
___	ITCT	230	CIW Foundations	3	_____
___	ITCT	170	User Support	3	_____
___	ITCT	280	Cooperative Education (Help Desk Work Experience)	3	_____

Total credits required for this certificate is 18