

IT HELPDESK SUPPORT SPECIALIST



31-154-7

The IT Help Desk Support Specialist program prepares students to interact with PC users by providing first-line technical support resolving software, hardware and system problems. Students are trained to install, support, and maintain hardware and software and ensure that all issues are dealt with effectively. This program will prepare students for the CompTia ITF+ Certification.

Upon successful completion of this technical diploma, students will be able to:

- Manage information technology hardware
- Manage software
- Support computer networks
- Provide end user support

Semester 1		Credits
154-130	IT Exploration	1
154-131	Hardware Fundamentals: PC Components & Assembly	1
154-132	Hardware Fundamentals: Mobile Devices	1
154-133	OS Fundamentals: Microsoft Windows	1
154-134	OS Fundamentals: Linux & MacOS Essentials	1
154-135	Software Fundamentals: Introduction to Microsoft Office	1
154-136	Software Fundamentals: PC Applications	1
154-137	Network Fundamentals: Introduction to Networking	1
154-138	Network Fundamentals: Routing & Switching	1

154-139	IT Service Desk: Exploration & Overview	1
154-140	IT Service Desk: Processes & Procedures	1
154-141	Customer Service: Exploration & Overview	1
154-142	Customer Service: Soft Skills	1
801-136	English Composition 1	3

Credits 16

Semester 2

154-143	Enterprise Fundamentals: Windows Server	1
154-144	Enterprise Fundamentals: Information Assurance	1
154-145	Enterprise Fundamentals: Domains & Active Directory	1
154-146	Scripting & Programming Basics	1
154-147	Database Fundamentals: Microsoft SQL	1
154-148	Troubleshooting: Hardware & Mobile Devices	1
154-149	Troubleshooting: OS & Software	1
154-150	Troubleshooting: LAN & WAN Connectivity	1
154-151	Project Management: Introduction & Overview	1
154-152	Cybersecurity: Introduction & Overview	1
154-153	Virtualization: Introduction & Overview	1
154-155	Information Technology Career Preparation	1

154-172	IT Service Support Internship	2
804-134	Mathematical Reasoning	3
Credits		17
Total Credits		33

General Education Courses Within Program

Code	Title	Credits
801-136	English Composition 1	3
804-134	Mathematical Reasoning	3