Clovis Community College

2017-2018

Certificate of Achievement in Information Technology Support Technician

Complete the following program of study (Major C.6931.CA). Major requirements (15.5 units minimum).

This program provides students with the knowledge, training, and hands-on experience to pursue a career as an Information-Technology Support Technician professional in business, government, or education. Students completing this program of study will be able to enter the workforce with a comprehensive understanding of computer hardware, system software, networking essentials, and needed people skills to maintain their job at a work place. These courses apply toward the Associate of Science degree in Information Systems.

Name: _____ **Student ID:** _____ **Date:** _____

Course Overview and Selection

Required Core:

Course	Course Description	Units	Completed	In Progress	Planned
IS 15	Computer Concepts	3			
IS 60	Operating Systems	2			
IS 61	Computer Building and Configuration	1.5			
IS 62	Computer Troubleshooting and Maintenance	4			
IS 63	Computer Networking I	3			
IS 66	Title Office and Customer Skills for Technicians	2			

Program Learning Outcomes:

1. Troubleshoot and solve hardware, software, and network problems of personal computers

2. Install and configure operating systems and application software of personal computers

3. Set up appropriate security measures for personal computers including user accounts, virus protection, and data backup

4. Implement network configuration for personal computers

5. Install and test network cabling and switches

6. Prepare to take CompTIA A+ Essential and A+ Practical Application exams

7. Work as an entry-level IT Support Technician or Help Desk

Comments:

Advisors: Nabors