

## INFORMATION TECHNOLOGY AND NETWORKING

### Network Support Technician

(CIP 11.0901)

Level II Certificate

The Network Support Technician certificate program is designed to prepare students for entry-level support positions. Typical job duties may include providing hardware and software technical assistance to end users, resolving computer and network problems, installing or repairing hardware and software, and training end users. The program's curriculum includes PC operating systems such as Microsoft Windows and Linux, Network hardware, end-user application software, troubleshooting techniques, customer service skills, cyber security, cloud computing, and basic networking techniques.

The classes offered in the Network Support Technician certificate program can also be applied toward the Network and Computer Systems Administrator AAS degree.

College Readiness Courses (if needed)

#### Semester I

ITSC 1305	Introduction to PC Operating Systems
ITSC 1316	Linux Installation and Configuration
ITSC 1325	Personal Computer Hardware
ITNW 1309	Fundamental of Cloud Computing
ITSY 1300	Fundamentals of Information Security

#### Semester II

ITSC 2339	Personal Computer Help Desk Support (Capstone Course)
ITNW 1313	Computer Virtualization
ITNW 1316	Introduction to Network Administration
INTW 2327	Advanced Cloud Concepts
ITSY 1342	Information Technology Security

**Total Semester Hours – 30**