



Wharton County Junior College

PC Technical Support Certificate Advising Plan

Student Name: _____ ID: _____

PC Technical Support Certificate

A Level One Certificate offered by the Division of Technology and Business

The PC Help Desk Support certificate program is designed to prepare students for entry-level desktop support positions. Typical job duties may include providing hardware and software technical assistance to end users, resolving basic computer and network problems, installing or repairing hardware and software, and training end users. The curriculum of the program includes PC operating systems such as Microsoft Windows and Linux, PC and network hardware, end-user application software, troubleshooting techniques, customer service skills, and basic networking techniques. Several classes in the curriculum prepare students to obtain industry certifications, such as IC3 and CompTIA A+. Classes offered in the PC Technical Support certificate program can also be applied toward the AAS in Network Administration degree.

PC Technical Support Certificate (30 semester credit hours)

Course	Course Title/ Certification(s)	Sem. Hours	Date Completed	Grade Earned
Freshman Year, First Semester TOTAL Semester Hours: 15				
COSC 1301	Microcomputer Applications	3		
ITSE 1329 or ITSE 1331	Programming Logic and Design or Introduction to Visual Basic	3		
ITSC 1305	Introduction to PC Operating Systems	3		
ITSC 1325	Personal Computer Hardware	3		
MRKG 1301	Customer Service	3		
Freshman Year, Second Semester TOTAL Semester Hours: 15				
ITNW 1325 or ITCC 1402	Fundamentals of Networking or CCNA 1: Networking Basics	3		
IMED 1316 (formerly ITSC 1313)	Internet/Web Page Development	3		
ITSC 1307	UNIX Operating System I	3		
ITSW 1307	Introduction to Database	3		
ITSC 2339	Personal Computer Help Desk	3		

Student's Signature: _____ Date: _____

Advisor's Signature: _____ Date: _____