



Wharton County Junior College

PC Technical Support Certificate Advising Plan

Student Name/ID: _____ Date: _____

PC Technical Support Certificate

The PC Technical 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. Many classes offered in the PC Technical Support certificate program can also be applied toward the Network Administration AAS 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 1300	Introduction to Computing	3		
ITSE 1329	Programming Logic and Design	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 1401	Fundamentals of Networking or Cisco Exploration – Network Fundamentals	3		
ITSE 1311	Beginning Web Page Programming	3		
ITSC 1307	UNIX Operating System I	3		
ITSW 1307	Introduction to Database	3		
ITSC 2339	Personal Computer Help Desk	3		