

CIS - HD4I: Help Desk Specialist TCC (replaces 5BMI: Help Desk Specialist in the Quarter System)

The Help Desk Specialist certificate program teaches how to maintain and troubleshoot computer hardware and software and be a support person to handle calls from customers.

Career Opportunities

Graduates may find employment as entry-level installation and maintenance technicians, hardware repair/maintenance technicians, and help desk technicians.

Credit Required for Completion: Minimum of 24 credit hours

Curriculum

| | Program Courses | Credits |
|-------|---|----------------|
| | <i>Occupational Courses</i> | |
| _____ | CIST 1001 Computer Concepts | 4 |
| _____ | CIST 1122 Hardware Installation and Maintenance | 4 |
| _____ | CIST 1130 Operating Systems Concepts | 3 |
| _____ | CIST 1401 Computer Networking Fundamentals | 4 |
| _____ | CIST 2130 Desktop Support Concepts | 2 |
| _____ | COMP 1000 Introduction to Computers | 3 |
| | <i>Occupational Electives (4 credits from the list below)</i> | |
| _____ | CIST 2120 Supporting Application Software | 4 |
| _____ | CIST 2411 Microsoft Client | 4 |
| _____ | CIST 2414 Microsoft Server Administrator | 4 |