Help Desk Specialist Certificate HD41—25 Credit Hours

Program Description:
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. Program courses in Computer Information Systems require strong aptitudes for math, problem solving, critical thinking, listening, teamwork, and written direction.

Contact:
Tara Shackleford, Program Chair
770-838-2589
Tara.shackleford@westgatech.edu
Website:
https://www.westgatech.edu/program-explorer/systems-information-management/computer-support/

Pre-Certificate Requirements					
Program Specific					
• Courses may rotate among the following locations: Carroll, Coweta, Douglas, LaGrange					

Set the Track, Start the Track, Stay on Track					
Meet with an Advising Coach to Stay on Track. S = Semester; CR = Credit Hours; FA = Fall; SP = Spring; SU = Summer; ALL=any semester					
✓	**Grade**	**Course Names**	**S**	**CR**	**Notes & Milestones**
		CISM 2201 Foundations of Computer Applications	ALL	3	**Substitution:** COMP 1000 prior to January 2018
		CIST 1001 Computer Concepts	ALL	4	
		CIST 1122 Hardware Installation and Maintenance	FA SP	4	
		CIST 1130 Operating Systems Concepts	ALL	3	
		CIST 1401 Computer Networking Fundamentals	FA SP	4	
		CIST 2130 Desktop Support Concepts	SU	3	
		Choose One of the following:			
		CIST 2120 Supporting Application Software -OR-	FA SP	4	**Prerequisite:** CISM 2201
		CIST 2411 Microsoft Client -OR-	ALL	4	
		CIST 2414 Microsoft Server	ALL	4	
Always check online https://www.westgatech.edu/ and meet with your Advising or Faculty Coach to ensure you are viewing the latest and most accurate information.					

Note: If a course is full or unavailable when you to attempt to register, please select an available course from any term listed, given you have satisfied the required pre-requisite.

*Credits for CIST or CISM 2201 courses are awarded only for courses that have been completed within the last seven (7) years. Any courses completed over seven (7) years ago may be recommended by the program chair and approved by the Dean of the School of Business/Public Services if the student presents recent, documented, in-field experience or current software certification.

Employment Opportunities: https://www.westgatech.edu/student-life/career-services/

Financial Aid by Program: https://www.westgatech.edu/wp-content/uploads/2019/02/WGTC-Available-Aid-By-Program-11-17-2023.pdf

Support Services Manager, 770.824.5245, 176 Murphy Campus Blvd., Waco, GA 30182, for <u>Employees</u>: Human Resources Manager, 770.537.6056, 176 Murphy Campus Blvd., Waco, GA 30182.