

DEGREES & CERTIFICATES

IT SUPPORT PROFESSIONAL CERTIFICATE OF ACHIEVEMENT (CA)

About the Program

This program includes curriculum from the Computer Technology Industry Association (CompTIA) and Google designed to prepare student for an entry-level role in IT support. Courses in this program introduce students to troubleshooting and customer service, networking, operating systems, system administration, and security — all the fundamentals of IT support that are critical for success in the workplace. Students successfully completing the program can achieve the Google IT Support Professional certificate and will be prepared to take the CompTIA A+, Network +, and Security + certification tests.

Program Goals and Objectives

This program introduces students to trouble-shooting and customer service, networking, operating systems, system administration, and security. It prepares students for entry-level positions in IT support.

Career Opportunities

Students who obtain this certificate will be qualified for a number of careers in information technology including computer technician, network technician, systems technician, computer user support specialists, and desktop support.

Program Outcomes

- Upon completion of the Certificate of Achievement in IT Support Professional, students are able to achieve the Google IT Support Professional certificate and will be prepared to take the CompTIA A+, Network+, and Security+ certification tests.

Learning and Career Pathway Maps

[View LPC Program Map](#)

Required Core: (13 units)

CNT 51 CompTIA's A+ Certification Computer Technician.....	4
CNT 52 Networking Fundamentals or	3
CIS 66 Networking Fundamentals.....	3
CNT 55 MCSA I Windows Server Installation, Storage, and Compute.....	3
CNT 69 Network Security; CompTIA Security + Certification.....	3