

CIST 2442 : Working at Sm-Med Bus or ISP

This course prepares students for jobs as network technicians and helps them develop additional skills required for computer technicians and help desk technicians. It provides a basic overview of routing and remote access, addressing, and security. It also familiarizes students with servers that provide email services, web space, and authenticated access. Students learn about the soft skills required for help desk and customer service positions, and the final chapter helps them prepare for the CCENT certification exam. Network monitoring and basic troubleshooting skills are taught in context.

Credits 4

Prerequisites

CIS 2321