

Help Desk Specialist HD41

Type

Technical Certificate of Credit

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

Required Courses — 19.00 Hours

Item #	Name	Credits
COMP 1000	Introduction to Computer Literacy	3
CIST 1001	Computer Concepts	4
CIST 1122	Hardware Installation & Maintenance	4
CIST 2130	Desktop Support Concepts	4
	Guided Electives (4 credits)	4

CIST Operating Systems Elective — 3.00-4 Hours

Choose one of the following:

Item #	Name	Credits
	CIST 1130 or CIST 1135	3-4

Introductory-Level Networking Class — 4.00 Hours

* Choose one of the following:

Item #	Name	Credits
CIST 1401	Computer Networking Fundamentals	4
CIST 2451	Introduction to Networks - CISCO	4
	Minimum Credit Hours for Graduation	26-27