

IT SUPPORT SPECIALIST, CERTIFICATE OF ACHIEVEMENT

Banner Code: 3_CN_ITSS

Control Number: 44205

Not Financial Aid Eligible

The Certificate of Achievement in IT Support Specialist equips students with practical, hands-on skills to excel in entry-level help desk computer support roles. The program is designed to prepare students for industry-recognized certifications such as CompTIA Tech+, Network+, Server+, and Security+. Courses focus on building in-demand technical expertise in areas like computer networking, help desk troubleshooting, server administration, and implementing security best practices.

Program Level Student Learning Outcomes

Upon completion of this program, students will be able to:

1. Demonstrate the ability to locate technical resources to solve problems with networking, systems, and cloud solutions.
2. Demonstrate proficiency with various software packages to solve common networking, system, and cloud problems.
3. Demonstrate the ability to design and implement solutions for networking, system, and cloud operations.

Review Graduation Requirements (<https://catalog.cccd.edu/coastline/graduation-requirements/certificates/#achievementtext>).

Course	Title	Units
Required Core		
Complete the following:		
IT C104	IT Fundamentals (Tech+)	4
or IT C110	Computer Hardware and Software (A+ Essentials)	
IT C128	Computer Networking Principles (Network +)	3
or IT C201	Introduction to Networking (Cisco CCNA 1)	
IT C158	Contemporary Operating Systems (Server+)	3
CIS C157	Introduction to Python Programming	3
IT C198	Cloud Foundations	3
CYBR C230	Network Security (Security+)	3
or CYBR C101	Introduction to Cybersecurity	
Total Units		19