

# COMPUTER SUPPORT ASSISTANT

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The Computer Support Assistant certificate is designed to prepare students to provide computer support services, including installation, troubleshooting and management of operating systems, computer components, mobile devices, and peripherals. Students will also learn to provide assistance in productivity software, network installation, configuration, support, and security.

## Program Outcomes

1. Apply IT support and security skills including installing, operating, diagnosing, and repairing problems with computer hardware and operating systems.
2. Configure and diagnose a secure home/small office network.
3. Demonstrate customer service skills as an IT professional.
4. Manage information technology hardware.

Code	Title	Credits
<b>Required Coursework</b>		<b>16.00</b>
CIS-121	COMPUTER SCIENCE I <sup>1</sup>	
or CIS-101	INTRO TO COMPUTERS & SOFTWARE	
CIS-220	COMPUTER TECHNICIAN ESSENTIALS <sup>1</sup>	
CIS-224	COMPUTER REPAIR ESSENTIALS <sup>1</sup>	
CIS-240	INTRO TO NETWORKING <sup>1</sup>	
CIS-245	NETWORK SECURITY <sup>1</sup>	
<b>Total Credits</b>		<b>16.00</b>

<sup>1</sup> Course has prerequisite(s)

**Note:** No courses below 100 level will be applied to this certificate.

Tuition is calculated on contact hours

Current/Updated: Fall 2021

Course	Title	Credits
<b>Fall 1</b>		
CIS-101	INTRO TO COMPUTERS & SOFTWARE	
or CIS-121	or COMPUTER SCIENCE I	
CIS-220	COMPUTER TECHNICIAN ESSENTIALS	
CIS-224	COMPUTER REPAIR ESSENTIALS	
CIS-240	INTRO TO NETWORKING	
CIS-245	NETWORK SECURITY	
<b>Credits</b>		<b>0</b>
<b>Total Credits</b>		<b>0.00</b>