

Desktop Support Technician Certificate

25 credits

The Desktop Support Technician Certificate prepares students by developing the extensive technical knowledge and troubleshooting skills needed to provide Information Technology (IT) services to companies through help desk support. This certificate focuses on skills required by IT professionals who support end users and troubleshoot desktop environments. Key topics include computer maintenance and troubleshooting skills with an emphasis on desktop support for clients in a Microsoft Windows and Linux operating systems in client/server network environments.

CERTIFICATE REQUIREMENTS

25 CREDITS

Course ID	Course Name	Lec	Lab	Other	Credits
BIT 100	Introduction to Information Technology	44	22		5.0
BIT 101	Desktop Support Technician	44	22		5.0
BIT 102	Networking Fundamentals	44	22		5.0
BIT 170	Linux Administration	44	22		5.0
BIT 220	Elements of Project Management	55			5.0