

IT HELPDESK TECHNICIAN

csit.missioncollege.edu

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IT Helpdesk Technician: Certificate of Achievement (CA)

The goal of the Certificate of Achievement in IT helpdesk technician is designed to provide students with knowledge and skills required for a variety of entry level positions in the field IT support. The program includes foundation courses that aligned with industry certificates and a wide range of skill-builder courses.

Program Learning Outcomes:

- Install, configure and support computing devices and software.
- Connect, maintain and support computing devices on a network.
- Advise and support users in their IT needs.

Career/Transfer Opportunities:

Career opportunities include the following: Computer User Support Specialist, Computer Network Support Specialist, Network and Computer System Administrators.

Core Requirements (12 units):

Complete all of the following

		Units
CIT 011	Introduction to Computer Hardware and Software	4.0
CIT 012	Introduction to Networking	4.0
CIS 045	Linux Essentials	4.0

Elective (6 units): Complete a minimum of 6 units from the following, or any CIT course work

		Units
CIT 017	Cyber Security Essentials	4.0
CIT 078	Microsoft Server Essentials	4.0
CIT 021	Introduction to Cisco Networks	4.0
BUS 078B	Business Communication	3.0
BUS021L	Intro to Business Computer Lab	1.0
WRK300GW	General Work Experience	1.0-4.0

Total Required Units:

18.0-20.0

