

HELP DESK SUPPORT TECHNICIAN, COLLEGE CREDIT CERTIFICATE

For information about career options, visit www.lssc.edu/careers (<http://www.lssc.edu/careers/>).

Students must complete 25% of each program's total credit hours at LSSC and earn a grade of C or higher in all certificate courses.

The purpose of this certificate program is to prepare students for employment as a:

- Microcomputer Support Specialist
- Help Desk Specialist
- User Support Specialist
- Technical Support Specialist
- Computer Repair Technician

This program will provide supplemental training for persons previously or currently employed in these occupations as well as for those new to the Information Technology field. It will also help prepare students to sit for the A+ certification exams.

The certificate is upward compatible with the Computer Information Technology, Associate in Science Degree (<https://lssc-public.courseleaf.com/academic-programs/career-technical-education-programs/computer-information-technology-as/>)

Academic Advising

- advising@lssc.edu 352-787-3747

Career Development Services

- Careers@lssc.edu 352-323-3603

Program Contact Information

CIT@lssc.edu 352-323-3635

Course	Title	Hours
First Semester		
CGS 1000	Introduction to Information Technology	3
CTS 1155	Help Desk Customer Service	3
CTS 1133	A+ Software	3
Hours		9
Second Semester		
CTS 1131	A+ Hardware	3
CGS 1100	Business Computer Applications	3
CTS 2334	Server Administration	3
Hours		9
Total Hours		18

Code	Title	Hours
Program Core Courses		
CGS 1100	Business Computer Applications	3
CTS 1155	Help Desk Customer Service	3
CTS 1131	A+ Hardware	3
CTS 1133	A+ Software	3
CGS 1000	Introduction to Information Technology	3
CTS 2334	Server Administration	3
Total Hours		18