INFORMATION SYSTEMS TECHNOLOGY: IT TECHNICAL SUPPORT, C.S.C.

Location(s): AL, LO, MA, NOL, WO
NOVA Code: 221-299-09

Purpose

This program is designed for individuals seeking employment in a technical support center and for those persons employed who wish to update their skills in the help desk field. This curriculum will prepare students for employment as help desk specialists/technicians, desktop support specialists, and technical support specialists. Upon completion, graduates are prepared to study for the A+ Software, A+ Hardware, Network+, Security+ and AWS Certified Cloud Practitioner exams.

Credit for Prior Learning

Students in this program may be eligible for credit for prior learning. See an academic advisor or counselor for further information.

One Year

Course	Title	Credits
1st Semester		
ITE 152	Introduction to Digital and Information Literacy and Computer Applications [1]	3
ITN 101	Introduction to Network Concepts	3
ITN 106	Microcomputer Operating Systems	3
SDV 101 or SDV 100	Orientation to: (Information Technology) or College Success Skills	1
	Credits	**10**
2nd Semester		
ITN 107	Pers. Computer Hardware & Troubleshooting	3
ITN 257	Cloud Computing: Infrastructure and Services	3
ITN 260	Network Security Basics	3
	Credits	**9**
	Total Credits	**19**

Students in Information Technology, Computer Science, or Information Systems Technology programs must have Information Technology (ITD, ITE, ITN, ITP) and or Computer Science (CSC) courses no more than ten years old, as of the first day of the fall semester of the academic year in which they graduate, unless approved by the pathway dean.

[1] United States Naval Community College students may substitute an approved elective.