COMPUTER INFORMATION TECHNOLOGY - COMPUTER SUPPORT SPECIALIST, CERTIFICATE OF ACHIEVEMENT (LEVEL II)

NMC Code 006

Students completing the Customer Support Specialist Certificate - Level I, and the Office Application Specialist Certificate may elect to continue their education and obtain a Level II Certificate.

This certificate program is designed to provide students with the necessary skills to work as support specialist or computer technician. Students will have an opportunity to acquire skills using current operating systems, application software, and gain experience with Local Area Networks and cloud computing. Students will also learn troubleshooting methodologies and a basic understanding of computer hardware and network security.

This program requires a current up-to-date version of Microsoft Office™ on a Windows computer (or on a Mac with a Windows partition). The software is available for download and is also at campus computer labs.

This certificate program is designed to prepare students for the following additional internationally recognized certifications:

- Certiport Information Technology Specialist - Network Security
- CompTIA Security+® Certification
- Certiport Information Technology Specialist - Cloud Computing
- CompTIA Cloud+® Certification
- Microsoft AZ-800 Certification

PROGRAM NOTE

- Courses in this certificate are required for the Level II Computer Support Specialist certificate.
- Completion of this certificate may lead to an Associate in General Studies (AGS) degree by taking additional courses. See an advisor for details.

Requirements
Certificate Requirements

Course	Title	Credits
Complete the Customer Support Specialist Level I Certificate		**16**
Complete the Microsoft Office™ Applications Specialist Certificate		**16**
Level II Certificate Requirements		
CIT 240	Network Security Management [1]	3
CIT 243	Cloud Technologies [1]	3
CIT 247	Windows Identity & Policy	3
CIT 292	Support Specialist Internship [2]	3
Total Credits		**44**

[1] Certiport Information Technology Specialist Certification Exam included.

[2] Students planning to take the internship class require department approval and are required to have a GPA of 3.0 in their CIT classes. It is also recommended that students have 20 credits in CIT classes and an overall GPA of 2.0. While a 3.0 GPA in CIT classes is required for this internship, an alternative, campus-based internship opportunity is available for students who do not meet this requirement.

Course Sequence Guide

Course	Title	Credits
Year 1		
Fall		
CIT 156	CompTIA A+ Certification I	3
CIT 157	CompTIA A+ Certification II [1]	3
CIT 213	Networking Technologies [1]	4
Any 3-credit CIT Elective Course [2]		3
	Credits	**13**
Spring		
CIT 119	Microsoft Office - Word [4]	3
CIT 124	Microsoft Office - PowerPoint [4]	2
CIT 210	Microsoft Office - Excel [4]	3
CIT 240	Network Security Management	3
BUS 155	Interpersonal Communications	3
MKT 208	Digital Marketing	2
	Credits	**16**
Year 2		
Fall		
CIT 211	Microsoft Power BI [1]	3
CIT 243	Cloud Technologies [1]	3
CIT 247	Windows Identity & Policy	3
PHL 105	Critical Thinking	3
	Credits	**12**
Spring		
CIT 292	Support Specialist Internship [3]	3
	Credits	**3**
	Total Credits	**44**

[1] Certiport Information Technology Specialist certification exam is included.

[2] Students should see their advisor for recommendations before signing up for a course.

[3] Students planning to take the internship class require department approval and are required to have a GPA of 3.0 in their CIT classes. It is also recommended that students have 20 credits in CIT classes and an overall GPA of 2.0. While a 3.0 GPA in CIT classes is required for this internship, an alternative, campus-based internship opportunity is available for students who do not meet this requirement.

[4] Microsoft Office Specialist™ certification exam is included.