

Computer Help Desk Specialist

Certificate

Program Requirements..... 18

Additional Requirements..... 12

Total Credits 30

Program Information

Computer Networking certificates focus on the development of job- or career-specific skills in a short-term, concentrated format. Many courses may apply toward the Associate of Science degree in Computer Networking.

Program Goals

By completing this certificate, students will achieve the following learning goals:

1. Design and develop secure voice, video, and data networks;
2. Implement and configure networked devices;
3. Demonstrate the skills necessary to administer and monitor networks;
4. Exhibit mastery of problem-solving skills to troubleshoot existing and emerging technologies; and
5. Function as responsible and ethical network administrators for organizations and society.

General Information

Due to the dynamic nature of the computer networking industry, students are not able to sell back CNET course materials to the bookstore.

Completion Requirements

- A minimum of 12 semester credits in courses numbered 1000 or above must be completed at ARCC.
- A minimum cumulative grade point average (GPA) of 2.0 in courses numbered 1000 or above at ARCC.
- A minimum grade of C must be earned in all program requirements.
- All program requirements must be completed at ARCC.
- Courses must be completed within three years. Students may petition to extend the window beyond the three years.
- All courses requirements must be complete before a certificate will be awarded.
- Students must complete a Certificate Application. Certificate Applications are available online, in the Office of Records & Registration, and in the Advising Center. Submit a completed form to the Office of Records & Registration.
- The requirements of this program are subject to change without notice

Program Requirements: 18 credits

- | | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> BUS 1112 | Computer Concepts and Applications | 3 |
| <input type="checkbox"/> CNET 1101 | PC Troubleshooting, Maintenance and Repair..... | 2 |
| <input type="checkbox"/> CNET 1115 | IT and Data Assurance | 3 |
| <input type="checkbox"/> CNET 2101 | Introduction to Networks (CCNA 1) | 3 |
| <input type="checkbox"/> CNET 2105 | Security Awareness and Policies | 1 |
| <input type="checkbox"/> CNET 2112 | Desktop Operating Systems..... | 3 |
| <input type="checkbox"/> CNET 2113♦ | Network Operating Systems | 3 |

Additional Requirements: 12 credits

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|-----------------------------------|--|---|
| <input type="checkbox"/> BUS 1103 | Human Relations in the Workplace | 3 |
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Electives: Select a minimum of 9 credits from the following:

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|-------------------------------------|---|-----|
| <input type="checkbox"/> BUS 1108 | Business Math | 3 |
| <input type="checkbox"/> BUS 1113 | Computer Applications II: Integrated Projects | 3 |
| <input type="checkbox"/> BUS 1122 | Business Ethics and Social Issues | 3 |
| <input type="checkbox"/> BUS 1180 | Developing Web Pages | 3 |
| <input type="checkbox"/> BUS 2215 | Legal Environment of Business | 3 |
| <input type="checkbox"/> BUS 2244 | Principles of Management | 4 |
| <input type="checkbox"/> CNET 1201 | A+ Core Hardware and OS Technologies..... | 3 |
| <input type="checkbox"/> CNET 2114 | Fundamentals of Linux/UNIX..... | 3 |
| <input type="checkbox"/> CNET 2125♦ | System Virtualization..... | 3 |
| <input type="checkbox"/> CNET 2205 | Fundamentals of Wireless LANs | 3 |
| <input type="checkbox"/> CNET 2215♦ | Managing Network Security | 3 |
| <input type="checkbox"/> CNET 2297^ | Field Experience and Seminar | 1-4 |
| <input type="checkbox"/> CNET 2320♦ | Unified Communications/VoIP | 3 |
| <input type="checkbox"/> CSCI 1101♦ | Introduction to Computer Science and Problem Solving..... | 3 |
| <input type="checkbox"/> CSCI 1106♦ | Fundamentals of Computer Science I..... | 4 |
| <input type="checkbox"/> CSCI 1107♦ | Fundamentals of Computer Science II..... | 4 |

For more information about our program graduation rates, the median debt of students who completed the program, and other important information, please visit the "Gainful Employment Disclosure Report" at: www.mnscu.edu/admissions/ge/anokaramsey/GEDT_0152_5014_1/gedt.html.

♦ Course has prerequisite - see course schedule or catalog description.

^ Course requires Instructor permission.

NOTE: You are encouraged to contact an academic advisor at 763-433-1230 for course planning assistance and information about transfer credit evaluation and transfer options.