

**Program Information**

The IT Support Specialist certificate program focuses on the development of job- or career-specific skills in a short-term, concentrated format. Many courses may apply toward the Associate of Science (AS) degree in Computer Networking and the Associate of Science (AS) degree in Cybersecurity.

**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 computer devices;
3. Demonstrate the skills necessary to administer and monitor computer systems;
4. Exhibit mastery of problem-solving skills to troubleshoot existing and emerging technologies; and
5. Function as responsible and ethical IT Support Specialists for organizations and society.

**Developmental Courses**

Some students may need preparatory courses in the areas of English, mathematics, or reading. Courses numbered below 1000 will not apply toward this certificate.

**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.
- 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: 16 credits**

<input type="checkbox"/>	BUS 1112	Computer Concepts and Applications .....	3
<input type="checkbox"/>	BUS 1145	Customer Service .....	3
<input type="checkbox"/>	CNET 1100	Introduction to Information Technology .....	3
<input type="checkbox"/>	CNET 1105	Introduction to Cybersecurity .....	1
<input type="checkbox"/>	CNET 1212	Client Operating Systems .....	3
<input type="checkbox"/>	CNET 2101 ♦	Introduction to Networks .....	3

♦ *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.