**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;
- 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.

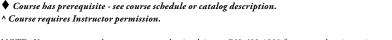
### **Completion Requirements**

- 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 Total Credits......16

......16 ......16

# Program Requirements: 16 credits BUS 1112 Computer Concepts and Applications 3 BUS 1145 Customer Service 3 CNET 1100 Introduction to Information Technology 3 CNET 1105 Introduction to Cybersecurity 1 CNET 1212 Client Operating Systems 3 CNET 2101 Introduction to Networks 3



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.

