IT Support Specialist
Certificate

Program Requirements................16
Total Credits 16

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 course requirements must be complete before a certificate will be awarded.
- To complete your program, please submit the appropriate application found here.
- The requirements of this program are subject to change without notice.

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

♦ *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.

ANOKA-RAMSEY
COMMUNITY COLLEGE
A member of Minnesota State