# 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

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| ☐ | 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.

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