

# IT Support Professional Certificate

The IT Support Professional Certificate provides learners with the essential skills and knowledge to troubleshoot, repair, and maintain computers and networks. Students will also prepare for the CompTIA A+ certification exam, which is recognized as the industry standard for entry-level IT professionals. This program is ideal for anyone who wants to pursue a career in the fast-growing and dynamic field of information technology. Upon completion of this program, learners will be ready to work as a help desk technician, computer support specialist, or IT support analyst.

All course requirements must be completed with a grade of 'C' or higher. This program requires 12 credits. At least 6 credits must be completed via Charter Oak coursework or Faculty-approved Credit for Prior Learning.

It is recommended that students have fundamental computer literacy skills (office, computer navigation) prior to enrolling in this program. Students are also advised to have a functioning computer (Chromebooks are not acceptable).

## Certificate Core Courses

ITE 105: Computer Information Systems	3cr
ITE 107: Integrated IT Systems and Emerging Technologies	3cr
CSS 101: Cybersecurity Fundamentals	3cr
ITE 220: Networking and Data Communications	3cr

## Program Learning Outcomes

Students who graduate with a Certificate in IT Support Professional will be able to:

- assemble a computer from scratch and install an operating system;
- build a network layer and compile the five-layer network model;
- explain the components of the Windows and Linux operating systems and through a series of hands-on labs, perform critical tasks like managing software and users, working with system logs and remote connection tools, and configuring hardware;
- describe the different facets of information technology, like computer hardware, the Internet, computer software, troubleshooting, and customer service; and
- prepare for the CompTIA A+ certification exam by reviewing the exam objectives, format, and sample questions.