



CURRICULUM GUIDE 2016-2017

IT SERVICE AND SUPPORT TECHNICIAN

Certificate of Accomplishment in IT Service and Support Technician

Requirements for Certificate of Accomplishment:

- a) Complete satisfactorily the courses listed for the particular certificate.
- b) Complete at least 50% of the required units at Ohlone College.
- c) Maintain a 2.0 grade point average.

IT SERVICE AND SUPPORT TECHNICIAN

This certificate will assist students in offering frontline or helpdesk support to end-users, assist computer users in getting the most from their computer products, and lead them through various procedures, helping them to fix problems. This support is conducted over the telephone, one-on-one, or in a small group training session.

Student Learning Outcomes

1. Install a Windows operating system.
2. Configure and troubleshoot access to resources, hardware devices, and drivers, the desktop and user computing environments, and network protocols and services.
3. Demonstrate appreciation of the IT Service and Support career field and the need to be lifelong learners.

CNET-105	IT Essentials (CompTIA A+)	4
CNET-151	Systems and Network Administration	3
CNET-154	Computer Network Fundamentals (Network+) OR	3
CNET-155A	Introduction to Networks (CCNA1)	(3)
CNET-160A	MS Client Operating Systems	2
CNET-160B	Microsoft Desktop Support Technician	<u>2</u>
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