



**CURRICULUM GUIDE
2011-2012**

DESKTOP SUPPORT TECHNICIAN

Certificate of Accomplishment in Desktop 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.

DESKTOP 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.

CNET-105	PC Hardware and Software	4
CNET-160A	Microsoft Client Operating Systems	2
CNET-161A	Desktop Support I – Supporting Users	2
CNET-161B	Desktop Support II – Supporting Applications	<u>2</u>
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