



COASTAL ALABAMA

COMMUNITY COLLEGE

HELP DESK TECHNICIAN

Short Term Certificate – STC – CT2

Program Location: Thomasville Campus

Length: One Semester

This program is designed to provide students the opportunity to acquire and/or enhance knowledge and skills for employment as a Help Desk Technician or related field.

This is a career program designed for students to go directly into the labor market upon completion. Although some of the courses in this program will transfer to four-year institutions, this program is not designed to be a transfer program of study; therefore, it is not subject to the terms and conditions of Alabama Transfers state transfer and articulation reporting system.

AREA V: Pre-Professional, Major, and Elective Courses		15 Total Hours
CIS 130 – Introduction to Information Systems		3
CIS 182 – Help Desk Applications		3
CIS 268 – Software Support		3
CIS 269 – Hardware Support		3
CIS 294 – Special Topics or CIS 199 Network Communications		3
Total Hours		15