

Technical Support Specialist Short-Term Certificate

Program Location: Bay Minette Campus

Applied Technologies Division

Length: Two Semesters

The training certificate program in Computer Technology -Technical Support Specialist is designed to prepare the students who wish to pursue careers in IT or Technical/User/Helpdesk Support related fields.

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 STARS.

Program: Applied Technology

Type: Short-Term Certificate

Semester One

Item #	Title	Credits
CPT 280	Network Security	3
CPT 200	Networking Technologies	3
CPT 268	Software Support	3
CPT 269	Hardware Support	3
CPT 276	Server Administration	3

Semester Two

Item #	Title	Credits
	CIS Elective	3
CPT 278	Directory Services Administration	3
CPT 182	Help Desk Applications	3
CPT 279	Network Infrastructure Design	3
	WKO 107 or ORI 101	1
	Total credits:	28