

# COMPUTER AND INFORMATION SCIENCES: IT SUPPORT SPECIALIST (CERT)

## CERTIFICATE OF ACHIEVEMENT

The IT Support Specialist program at Cerritos College is designed to prepare students for a career in the information industry, aiming to provide students opportunities for career change or advancement. Graduates of the program will have a good understanding of the current personal computing devices and commonly used operating systems, and will be equipped with the knowledge and skills needed to install hardware and software on various devices, and to troubleshoot common technical issues. There are no prerequisite skills or enrollment limitations for this program. The graduates of the program may have possible career opportunities include entry level technical support, computer technician, technical sales, etc. However, such opportunities and compensations are largely subject to the condition of the economy, employers' discretion, job applicants' prior experience, and evaluations of the applicants' overall qualifications. For students who plan to transfer to a baccalaureate institution, they may choose to major in the following fields, such as: computer science, computer engineering, information technology management, business information systems, etc. for their bachelor's degree. It's highly recommended that students meet with a counselor for specific transfer requirements by the respective baccalaureate institution. During the study in the program, students may also have the option to pursue IT industry certifications, such as Apple Certified Support Professional (ACSP), CompTIA IT Fundamentals, CompTIA A+, Microsoft Technology Associate (MTA). Please note students are responsible for the associated costs for these certifications exams, which are not included in the courses offered at the college.

## Program Student Learning Outcomes

- Students build a computer system from scratch.
- Students explain computing devices in information technology.
- Students recognize the fundamentals of programming.
- Students trouble shoot problems with an computing system.
- Students trouble shoot problems with routers, switches, and hubs.

## Program Requirements

Code Number	Course Title	Units
<b>Division/Department Requirements</b>		
CIS 58A	PC Operating System A+ Certification	3.5
CIS 58B	PC Core Hardware A+ Certification	3.5
CIS 200A	Apple Mac OS Support Essentials	3.5
CIS 212	Introduction to Microsoft Windows Administration	3.5
CIS 214	Unix and Linux Operating Systems	3.5
<b>Total Units</b>		<b>17.5</b>

**Notes:** Although many of these courses are transferable, this Certificate/A.A. Degree is nontransferable.

Please see counselors or the respective department for additional alternatives.