PC SUPPORT SPECIALIST CERTIFICATE

34 Semester Credit Hours; Curriculum: 0127

This certificate prepares the student to provide an entry-level support of a computer system software and hardware in a business environment or to be a liaison between the IT department and other departments in the organization.

Code	Title	Hours
Courses for a Certificate		
CIS 101	Introduction to Computer Information Systems	3
CIS 103	Computer Software and Concepts	4
CIS 201	Information Systems for Business	3
CIS 203	Managing Information Systems	3
CIS 205	Documentation and Technical Writing	3
BUS 101	Introduction to Business	3
CAB 135	Electronic Spreadsheeting Using Excel	2
CAB 140	Database Application Using Access	3
ELT 130	PC Hardware and Maintenance Concepts	3
Operating System elective (e.g., CIS 116, CIS 118)		2
CIS, CAB or CNS electives (except CAB 110)		5
Total Hours		**34**

PC Support Specialist Certificate Pathway

The following Pathway is recommended for students pursuing the PC Support Specialist Certificate.

First Year

Semester One		Hours
CIS 101	Introduction to Computer Information Systems	3
CAB 135	Electronic Spreadsheeting Using Excel	2
CAB 140	Database Application Using Access	3
BUS 101	Introduction to Business	3
	Hours	**11**
Semester Two		
CIS 103	Computer Software and Concepts	4
CIS 201	Information Systems for Business	3
ELT 130	PC Hardware and Maintenance Concepts	3
Select one of the following:		2
CAB 125	Word Processing Using Word	
CAB 130	Presentation Software Using PowerPoint	
CAB 235	Advanced Spreadsheeting Using Excel	
or other CAB, CIS or CNS course (except CAB 110)		
	Hours	**12**

Second Year

Semester One		
CIS 116	Introduction to the MS-Windows Operating System	2
or CIS 118	or Linux Operating System	
or other CAB, CIS or CNS course (except CAB 110)		
CIS 203	Managing Information Systems	3
CIS 205	Documentation and Technical Writing	3
Select one of the following:		3
CAB 104	Skill Building and Document Formatting	
CAB 184	Business Communication Strategies	
CNS 105	Networking Essentials	
	Hours	**11**
	Total Hours	**34**

Note: Pathway is a recommended sequence and selection of courses. Students should contact the department chair to discuss the pathway as well as course prerequisites and recommendations.

Program Learning Outcomes

1. Understand the basic concepts and terminology related to computer technology.
2. Identify which software program should be used to produce a document electronically.
3. Apply the computer concepts and skills learned to solve business problems.
4. Troubleshoot computer software and computer hardware and recommend possible solutions.
5. Design and develop information systems.
6. Demonstrate an ability to work effectively in teams and communicate orally and in writing.
7. Understand the ethical and societal concerns regarding computer technology.