

END USER SUPPORT CERTIFICATE

The End User Support Certificate is designed to equip students with the essential skills needed to provide technical assistance and support to computer users. This program focuses on the foundational principles of end-user support, including client operating systems, application software, hardware installation, system configuration, problem diagnosis and resolution, and computer security.

16 Semester Credit Hours; Curriculum: 0153

Code	Title	Hours
Courses for a Certificate		
CNS 103	IT Support Fundamentals 1	3
CNS 104	IT Support Fundamentals 2	3
CNS 105	Networking Essentials	3
CNS 121	IT Certification Preparation	1
ELT 130	PC Hardware and Maintenance Concepts	3
ELT 140	PC Operating Systems and Professional Management	3
Total Hours		16

Due to rapid changes in information technology, we are frequently updating our certificate and degree programs to better prepare you for the job market. Please consult the CNS department chair for help with your pathway.

Note: Students can obtain Credit for Prior Learning through evaluation by Oakton faculty for any of the third-party IT certifications.

Program Learning Outcomes

1. Install or update software applications to meet user needs.
2. Troubleshoot and resolve computer problems.
3. Configure and maintain end-user devices.
4. Use remote access tools to diagnose and resolve issues for users in different locations.
5. Document and manage technical issues and resolutions.