INFORMATION TECHNOLOGY AND NETWORKING
Network Support Technician
(CIP 11.0901)
Level I Certificate

The Network Support Technician certificate program is designed to prepare students for entry-level support positions. Typical job duties may include providing hardware and software technical assistance to end users, resolving basic computer and network problems, installing or repairing hardware and software, and training end users. The curriculum of the program includes PC operating systems such as Microsoft Windows and Linux, PC and Network hardware, end-user application software, troubleshooting techniques, customer service skills, and basic networking techniques.

Upon completion of this program, students are eligible to take the CompTIA A+ Certification test, CompTIA Security+ Certification test, CompTIA Network + Certification test, Microsoft's MCP Windows Server Administration Fundamentals Certification (98-365) Test, Microsoft's MCP Networking Fundamentals Certification Test (98-366), Microsoft's MCP Security Fundamentals Certification Test (98-367), and ETA's Fiber Optic Technician Certification test.

Many classes offered in the Network Support Technician certificate program can also be applied toward the Network Administration AAS degree.

Students must earn a grade of "C" or higher in ITCC 1414 and ITSC 2339 in order to graduate.

Note: Many potential employers in this field require a criminal background check and drug screen. Graduates with certain criminal histories or positive drug screens may have difficulty finding employment after program completion.

Semester I	
CSIR 2351	Fiber Optic Communication System Installation and Repair
ITCC 1414	CCNA 1: Introduction to Networks
ITSC 1305	Introduction to PC Operating Systems
ITSC 1316	Linux Installation and Configuration
ITSC 1325	Personal Computer Hardware

Semester II	
ITCC 1444	CCNA 2: Switching, Routing, and Wireless Essentials
ITNW 1313	Computer Virtualization
ITNW 1316	Network Administration
ITSC 2339	Personal Computer Help Desk Support (Capstone Course)
ITSY 1342	Information Technology Security

Total Semester Hours – 32