

PROGRAM OF STUDY

CNSE: Technical Support Specialist Certificate of Achievement

The Technical Support Specialist program offers training in the fundamentals of computer hardware, networking, and software applications. The program is oriented towards hands-on courses in order to prepare students for employment in the computer service and support industry. Computer support specialists provide technical assistance, support, and advice to customers and other users. This occupational group includes technical support specialists and help-desk technicians. In addition, this program could also serve as a starting point for certifications and/or degrees in computer science, computer networking, and computer information systems including professional certifications offered by Microsoft and Cisco.

Required Courses		Units
CNSE M01	Networking Fundamentals	4
CNSE M05	Fundamentals of Computer Networking	4
CNSE M55	Linux Networking and System Administration	2
CNSE M30	MS Windows Administration	3
Select one course from list A:		Units
CNSE M06	Fundamentals of IT Essentials	4
CNSE M59	Windows Desktop Support	2
Select one course from list B:		Units
CNSE M82	Introduction to Network Security	2
CS M10J	Introduction to Computer Programming Using Java	4
CS M10A	Introduction to Computer Programming Using Structured C++	4
CNSE M58	MySQL-PHP Web Database Fundamentals	2
Total Units		17 - 21