

IT Service Support Certificate (2490)

Courses within this program help students prepare for the following certification exams: CompTIA A+, CompTIA Security+, CompTIA Network+, EC-Council CEH Exam 312-50, Red Hat Certified Technician (RHCT), and Microsoft Certified Technology Specialist 70-620, 70-623, and 70-647 exams.

NOTE: CPET 1050 has a prerequisite of prior exposure to applied technologies or successful completion of the CIM or ET Tech Prep programs. Students can take CIMN 0970 Introduction to Electrical Devices and Controls to gain the required knowledge and experience, if necessary. Students with prior experience should contact the Engineering Technologies Office to schedule the proficiency exam for CIMN 0970.

CPET 1050	Assembling, Upgrading and Repairing Personal Computers	2
CPET 2050	Advanced Assembly and Repair of Personal Computers	2
ITIS 1005	Computers and Information Processing	3
ITIS 1355	Security+ and Security Essentials	3
ITIS 2355	Security Investigation and Penetration Studies	3
ITIS 2510	Help Desk Concepts and Management	2
ITON 1030	Using Microsoft Windows Vista	1
OR		
ITON 1050	Using Microsoft Windows 7	2
ITON 1205	Network+ and Networking Essentials	2
ITON 1746	Red Hat Academy System Administration I	3
ITON 1756	Red Hat Academy System Administration II	3
ITON 2030	Windows Vista Configuration	2
OR		
ITON 2050	Windows 7 Configuration	2
ITON 2237	Windows Server 2008 Applications Infrastructure	2
ITON 2031	Support and Troubleshoot Applications on Vista	2
OR		
ITON 2051	Windows 7 Enterprise Support Technician Configuration	2
		Certificate Total: 30