

SUPPORT TECHNICIAN, CAREER PATHWAY CERTIFICATE OF COMPLETION

The Career Pathway Certificate of Completion: Support Technician is a student-designed one-year certificate that includes the first year of the Computer Information Systems and Information Technology core courses. This certificate is intended for students focused on becoming career-ready in one year. The core courses give the student a well-rounded basic understanding of technical support of computer information systems in a networked environment. Students completing this certification will be prepared to seek entry-level employment in occupations such as network support specialist or technical support specialist.

Click here (<https://www.socc.edu/pathways/roadmapsaz/150-software-support-roadmap>) to learn how this Career Pathway Certificate leads to an Associate of Applied Science in Computer Information Systems.

Graduation Requirements

Students must complete a minimum of 27 credit hours with a minimum Grade Point Average (GPA) of 2.0 or better. All courses must be passed with a grade of 'C' or better. One course must be completed at Southwestern before the Career Pathway Certificate of Completion: Support Technician is awarded.

Complete the graduation application process one term prior to the term of completion (e.g., spring term graduates must apply during winter term).

Pre-Program Courses

Students are required to take the following courses *prior* to the program courses, depending on students' college placement information. See advisor for details:

Code	Title	Credits
CIS90	Computer Basics (or demonstrate proficiency)	2
WR90	Paragraph Fundamentals (or placement in higher writing course)	3-4
or WR90R	Academic Literacy	

Program Guide

Course	Title	Credits
First Year		
Fall		
CIS120X or CS160	Problem Solving for CIS Majors or Computer Science Orientation	4
CIS140M	Intro to Oper System: Microsoft	4
CIS151	Network Essentials	4
	Credits	12
Winter		
CIS145	Hardware Installation Support	4
CIS152	Network Router Configuration	4
	Credits	8

Spring

CIS188	Wireless Networking	3
CIS225	End User Support	4
	Credits	7
	Total Credits	27

Program Student Learning Outcomes

Upon successful completion of this program the student will be able to:

- Demonstrate a basic knowledge of computer information systems.
- Apply technical skills to implement and maintain computer and network systems solutions and troubleshoot computer and network problems on an entry-level.