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 to learn how this Career Pathway Certificate leads to an AAS in Computer Information Systems.

GRADUATION REQUIREMENTS

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

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.

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
WR90R	Academic Literacy (or placement in higher writing course)	4

PROGRAM GUIDE

Course	Title	Credits
First Year		
Fall		
CS160	Computer Science Orientation	4
CIS140M	Introduction to Operating Systems: Microsoft	4
CIS151	Network Essentials	4
	Credits	12
Winter		
CIS145	Hardware Installation Support	4
CIS152	Network Routing & Switching Config	4
	Credits	8
Spring		
CIS188	Wireless Networking	3
CIS225	End User Support	4
	Credits	7
	Total Credits	27