

Occupational Endorsement Certificate in IT Support Desk Technician

The Occupational Endorsement Certificate in IT Support Desk Technician prepares students for entry-level positions in Information Technology as desktop support technicians or help desk technicians. Completion of the certificate courses constitutes 12 credits towards the AAS in Computer Systems and Network Technology.

Admission Requirements

- Complete the Admission Requirements for Occupational Endorsement Certificates (<https://catalog.uaa.alaska.edu/academicpoliciesprocesses/admissions/undergraduate/>).

Graduation Requirements

- Complete the General University Requirements for Occupational Endorsement Certificates (<https://catalog.uaa.alaska.edu/undergraduateprograms/oecrequirements/>).
- Complete the following major requirements with a minimum grade of C:

Code	Title	Credits
COMM A111	Fundamentals of Oral Communication	3
WRTG A110 or WRTG A111	Introduction to College Writing Writing Across Contexts	3
CIS A105 or CIS A110	Introduction to Personal Computers and Application Software Computer Concepts in Business	3
CNT A160	PC Operating Systems	3
CNT A165	Customer Service Fundamentals	1
CNT A162 or CNT A210	PC Architecture and Building PC Technician Fundamentals	3
Total		16

A minimum of 16 credits is required for the certificate.

Program Student Learning Outcomes

Students graduating with an Occupational Endorsement Certificate in IT Support Desk Technician will be able to:

- Show an understanding of installing and configuring operating systems.
- Show knowledge of computer hardware and peripherals.
- Demonstrate competence in IT workplace service skills through customer service and troubleshooting.