

# Occupational Endorsement Certificate in IT Support Desk Technician

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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 (<http://catalog.uaa.alaska.edu/academicpoliciesprocesses/admissions/undergraduate/>).

## Graduation Requirements

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

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

**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.