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 (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	
Total		**16**

A minimum of 16 credits is required for the certificate.