

 	<b>ONE-YEAR CERTIFICATE</b>  <b>COMPUTER MAINTENANCE &amp; DESKTOP SUPPORT TECHNICIAN</b>  <i>The catalog in force is assigned to students based on the academic year they first applied to the college, and changes only when students change their major or request the change in writing. Refer to Policy No. 3357:15-13-28.</i>	<b>2025-26 Catalog</b> Effective Summer 2025  <div style="text-align: center; font-size: 2em;"><b>5026</b></div>
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*Business, Engineering, and Information Technologies Division    Computer Science and Information Systems Department*

TECHNICAL Course Number	Course Title	Credits	Pre- and Co-Requisites	Completed Sem./Year
CIS126	Fundamentals of Information Systems <sup>^</sup>	3	IDS102 or Proficiency	
CIS224	Advanced Help Desk <sup>▲+</sup>	3	CIS121	
CPD123	Structured Query Language	3	CPD121	
NET120	PC Upgrading and Maintenance	3		
NET118 or NET121	Network Basics or Introduction to Computer Networking	3 or 3		
NET131	Microsoft Client Operating System	3	NET120 <b>and</b> (NET121 <b>or</b> NET118)	
NET244	Microsoft Networking I	3	NET120 <b>and</b> (NET121 <b>or</b> NET118)	
	<b>Total</b>	<b>21</b>		
NON-TECH Course Number	Course Title	Credits	Pre- and Co-Requisites	Completed Sem./Year
SSC101	Student Success Seminar <sup>^^</sup>	1	<i>Take first semester</i>	
CIS121	Help Desk and Computer Support Concepts <sup>^▲-</sup>	3	IDS102 <b>or</b> Proficiency	
CPD121	Data Modeling and Database Design <sup>^</sup>	3	(IDS102 or Proficiency) <b>and</b> (ITD100 or Proficiency)	
MTH118	Quantitative Reasoning <sup>^</sup>	3	Pre/Co-MTH018 <b>or</b> MTH022 <b>or</b> MTH023 <b>or</b> Proficiency	
	<b>Total</b>	<b>10</b>		
<b>TOTAL CREDIT HOURS</b>		<b>31</b>		

<sup>^</sup>Based on SSC placement score.

<sup>^^</sup>To promote student success, this course should be taken in the first semester.

<sup>▲</sup> - Fall only courses. Please see your academic advisor for availability.

<sup>▲+</sup> Spring only courses. Please see your academic advisor for availability.

*Students completing this certificate may be eligible to also receive a Management Information Systems – Help Desk and Computer User Support Career Enhancement Certificate (5030).*

*The classes in this certificate also apply toward the completion of a Computer Technology – Help Desk/Computer Support Specialist Major (5011).*

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## PART-TIME STUDENT ADVISING NOTES

### Academic Advising

Students should make an appointment to see their advisor before registering for classes each semester. They should have prepared a completed registration form, including courses they wish to take, prior to this meeting.

### Course Sequence

The semester-by-semester listing below provides the normal scheduling option for students who plan to finish in four semesters.

<u>First Semester</u>		<u>Credit Hours</u>	<u>Pre- or Co-requisite</u>
SSC101	Student Success Seminar^^	1	<i>Take first semester</i>
MTH118	Quantitative Reasoning^	3	Pre/Co-MTH018 <b>or</b> MTH022 <b>or</b> MTH023 <b>or</b> Proficiency
CPD121	Data Modeling and Database Design^	<u>3</u>	(IDS102 or Proficiency)
		7	<b>and</b> (ITD100 or Proficiency)
<u>Second Semester</u>			
NET118	Network Basics	3	
or	or	or	
NET121	Introduction to Computer Networking	3	
CIS126	Fundamentals of Information Systems^	3	IDS102 or Proficiency
NET120	PC Upgrading and Maintenance	<u>3</u>	
		9	
<u>Third Semester</u>			
CIS121	Help Desk and Customer Support Concepts^▲-	3	IDS102 <b>or</b> Proficiency
CPD123	Structured Query Language	<u>3</u>	CPD121
		6	
<u>Fourth Semester</u>			
NET244	Microsoft Networking I	3	NET120 <b>and</b> (NET121 <b>or</b> NET118)
NET131	Microsoft Client Operating System	3	NET120 <b>and</b> (NET121 <b>or</b> NET118)
CIS224	Advanced Help Desk▲+	<u>3</u>	CIS121
		9	
	<b>TOTAL CREDITS</b>	<b>31</b>	

^Based on SSC placement score.

^^To promote student success, this course should be taken in the first semester.

▲- Fall only courses. Please see your academic advisor for availability.

▲+ Spring only courses. Please see your academic advisor for availability.