



PROGRAMS OF **study**

HELP DESK & USER SUPPORT



CERTIFICATE

Program Description

The Help Desk and User Support Certificate Program prepares students to work in the information technology field troubleshooting end-user issues in a networked environment, supporting both internal and external customers. The program gives students hands-on experience in diagnosing problems, providing support, and handling basic administration of desktop and mobile operating systems, software packages, and LAN networks. The curriculum is designed to develop critical thinking skills and enable a student to be ready for today's jobs and the ability to thrive in the ever-changing IT landscape.

Help Desk & User Support – program sequencing

Intended for part-time study

The sequencing of courses in this program begins in the fall semester.

Students entering in the spring or summer will likely take longer than two semesters to complete the program.

Curriculum Requirements: 18 Credits	Credits	Grade	Semester
First Year, Fall Semester (9 credits)			
CIS 115 Software Applications	3		
CIS 118 Information Technology Fundamentals	3		
ENG 101 College Composition	3		
First Year, Spring Semester (9 credits)			
CIS 125 Desktop and Mobile Computing Support	3		
CIS 152 Computer Hardware <i>or</i> NET 110 Networking Fundamentals	3		
SPE 101 Oral Communications	3		



Career Opportunities

Graduates will be prepared for entry level positions in a growth area for both Maine and for the nation. Possible jobs include: Helpdesk Specialist, User Support Specialist, and Consumer Support Technician. All courses in this certificate program may

Certificate programs at YCCC are designed to lead to either employment and/or college transfer, and we want to provide prospective students with gainful employment disclosure information prior to admission/enrollment in those programs. Please follow this link for more information: <http://www.yccc.edu/about-yccc/college/consumer-info/>

*Articulation agreements exist between York County Community College and various colleges and universities.
Please, contact Career and Transfer Services for information regarding these agreements.*

DISCLAIMER

While every effort has been made to ensure accuracy, the college reserves the right to make edits due to errors or omissions or changes at any time with respect to course offerings, degree and program requirements addressed in this publication. The information provided is solely for the convenience of the reader, and the college disclaims any liability, which may otherwise be incurred.