



# 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.

Curriculum Requirements 18 Credits	Credits	Grade	Semester taken/anticipated
<b>First Year, Fall Semester (9 credits)</b>			
CIS 152 Computer Hardware	3		
CIS 178 Introduction to Cybersecurity	3		
NET 110 Networking Fundamentals	3		
<b>Semester Total</b>	<b>9</b>		
<b>First Year, Spring Semester (9 credits)</b>			
CIS 118 Introduction to Computer Technology	3		
CIS 235 Open Source Server Information	3		
SPE 101 Oral Communications	3		
<b>Semester Total</b>	<b>9</b>		

#### 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 be applied to the Information Technology AAS degree.

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.*

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