

NORTHWEST VISTA COLLEGE
COMPUTER HELP DESK SPECIALIST
 CERTIFICATE PROGRAM
2009-2010 Catalog



This certificate program is designed to prepare students for employment as a Help Desk Specialist, Computer Desktop Support Technician, or other computer support positions. This program also prepares students for nationally recognized certifications: the Microsoft Certified Desktop Support Technician (MCDST), the Microsoft Certified Information Technology Professional (MCITP), and the A+ certification.

Student: _____ Date: _____
LAST NAME FIRST NAME MI

Student ID # (SSN): _____ Academic Advisor: _____

Semester I		HOURS	Semester II		HOURS
__CPMT 1305	IT Essentials I: PC Hardware & Software	3	__ITMT 1340	Managing & Maintaining a MS Win Server 2003 Environment	3
__ITCC 1401	Cisco Exploration I – Network Fundamentals	4	__ITSC 2335	Application Problem Solving	3
__ITMT 1300	Implementing & Supporting MS Win XP Pro	3	__ITSY 1300	Fundamentals of Information Security	3
__ITSC 1307	Unix Operating System I	3			
Total		13	Total		9

Semester III		HOURS	Semester IV		HOURS
__ITMT 1350	Implementing, Managing, & Maintaining a MS Win Server 2003 Network Infrastructure: Network Services	3	__ITSC 2286	Practicum – Computer & Information Sciences, General	2
__ITNW 1451	Fundamentals of Wireless LANs	4			
__ITSC 2339	Personal Computer Help Desk	3			
Total		10	Total		2

NOTES: A course may be used only once to fulfill degree requirements.
 A grade of C or higher is required for all prerequisite and technical courses; while a grade of D or higher will satisfy NVC degree requirements for non-prerequisite courses.
 Most institutions require a grade of C or higher in order for a course to be considered for transfer.
 Check with the transfer institution to ensure that the courses taken at NVC will apply to the appropriate degree program.
 *Select courses from the Core Curriculum selection list when specific courses are not listed.