HELP DESK TECHNICIAN, INFORMATION AND COMMUNICATION TECHNOLOGY (TECHNICAL CERTIFICATE)

Award: Technical Certificate
Program of Study: Information and Communication Technology
Specialization: Help Desk Technician
Program Code: 1117

Upon completion of the program, the student will be able to demonstrate skills, knowledge, and training for employment in an Information and Communication Technology Help Desk support position. Students learn the fundamentals of computer hardware and software, mobile devices, security and networking concepts, the responsibilities of the help desk technician and how to provide customer support.

For more information on what you can do with this major, visit CMU Tech's Programs of Study page.

All CMU/CMU Tech technical certificate graduates are expected to demonstrate proficiency in specialized knowledge/applied learning, communication fluency, and critical thinking. In addition to these campus#wide student learning outcomes, graduates of this major will be able to:

1. Apply business communication using listening, verbal and written, and electronic forms that are needed for information technology entry level employment. (Communication Fluency)
2. Apply Mathematical concepts to meet information technology employment requirements. (Quantitative Fluency)
3. Ability to install, configure and provide instruction on basics of using common office software tools. (Specialized knowledge, Critical Thinking)
4. Demonstrate the skills necessary for entry-level employment as a help desk technician by effectively using Windows to meet the needs of computer users.
5. Demonstrate the skills necessary for entry-level employment as a help desk technician by effectively implement scalable and elastic cloud architectures to handle varying workloads

Requirements

Each section below contains details about the requirements for this program. Select a header to expand the information/requirements for that particular section of the program's requirements.

To print or save an overview of this program's information, including the program description, learning outcomes, requirements, suggested course sequencing (if applicable), and advising and graduation information, scroll to the bottom of the left-hand navigation menu and select "Print Options." This will give you the options to either "Send Page to Printer" or "Download PDF of This Page." The "Download PDF of This Page" option prepares a much more concise presentation of all program information. The PDF is also printable and may be preferable due to its brevity.

Institutional Certificate Requirements

The following institutional requirements apply to all CMU or CMU Tech Technical Certificates. Specific programs may have different requirements that must be met in addition to institutional requirements.

- Consists of 5-59 semester hours.
- Consists of 100-200 level courses.
- At least fifty percent of the credit hours must be taken at CMU/CMU Tech.
- 2.00 cumulative GPA or higher in all courses taken to satisfy certificate requirements.
- A grade lower than "C" will not be counted toward meeting the requirements.
- A course may only be used to fulfill one requirement for each degree/certificate.
- Non-traditional credit, such as advanced placement, credit by examination, credit for prior learning, cooperative education and internships, cannot exceed twenty-five percent of the semester credit hours required for a technical certificate.
- Pre-collegiate courses (usually numbered below 100) cannot be used for graduation.
- Capstone exit assessment/projects (e.g., Major Field Achievement Test) requirements are identified under Program-Specific Certificate Requirements.
- The Catalog Year determines which program sheet and certificate requirements a student must fulfill in order to graduate. Visit with your advisor or academic department to determine which catalog year and program requirements you should follow.
- See "Requirements for Undergraduate Degrees and Certificates" in the catalog for a complete list of graduation requirements.

Specific to this Certificate:

- Students may be granted credit for specified courses with applicable certifications. A scanned copy of the certification must be submitted to the Registrar's Office:
  - Current Comp TIA A+ Certification for TECI 120
  - Current CompTIA IT Fundamentals Pro Certification for TECI 132
  - Current Cisco Introduction to Networks for TECI 180, *or*
  - Current Cisco Networks Essentials for TECI 180, *or*
  - Current Cisco CCNA for TECI 180, 185, *and* 230 (TECI 185 and TECI 230 are not requirements for this certificate)

Program Specific Certificate Requirements

(27-28 semester hours, must earn a grade of "C" or better in each course.)

Code	Title	Semester Credit Hours
Required Courses		
MATH 108	Technical Mathematics (or higher) [1]	3-4
ABUS 160	Introduction to Customer Service	3
ABUS 257	Managing Office Technology I	3
CSCI 110	Beginning Programming with Python	3
TECI 120	A+ Certification Preparation (or current Comp TIA A+ Certification)	3

TECI 132	Introduction to IT Hardware and System Software (or current CompTIA IT Fundamentals Pro Certification)	3
TECI 180	Cisco Networking I (or current Introduction to Networks or current Cisco Networks Essentials or current Cisco CCNA Certification)	3
TECI 211	Windows Configuration (OS)	3
TECI 242	Cloud Computing	3
Total Semester Credit Hours		**27-28**

[1] CSCI 110 requires a prerequisite of MATC 092 or MATH 110 or permission of instructor.

Suggested Course Plan

First Year

Fall Semester		**Semester Credit Hours**
MATH 108	Technical Mathematics (or higher) [1]	3-4
ABUS 160	Introduction to Customer Service	3
ABUS 257	Managing Office Technology I	3
TECI 120	A+ Certification Preparation (or current Comp TIA A+ Certification)	3
TECI 132	Introduction to IT Hardware and System Software (or current CompTIA IT Fundamentals Pro Certification)	3
	Semester Credit Hours	**15-16**
Spring Semester		
CSCI 110	Beginning Programming with Python	3
TECI 180	Cisco Networking I (or current Introduction to Networks or current Cisco Networks Essentials or current Cisco CCNA Certification)	3
TECI 211	Windows Configuration (OS)	3
TECI 242	Cloud Computing	3
	Semester Credit Hours	**12**
	Total Semester Credit Hours	**27-28**

[1] CSCI 110 requires a prerequisite of MATC 092 or MATH 110 or permission of instructor.

Advising and Graduation

Advising Process and DegreeWorks

Documentation on the pages related to this program is intended for informational purposes to help determine what courses and associated requirements are needed to earn a certificate. Some courses are critical to complete in specific semesters while others may be moved around. Meeting with an academic advisor is essential in planning courses and discussing the suggested course sequencing. It is ultimately the student's responsibility to understand and fulfill the requirements for their intended certificate.

DegreeWorks is an online degree audit tool available in MAVzone. It is the official record used by the Registrar's Office to evaluate progress towards a certificate and determine eligibility for graduation. Students are responsible for reviewing their DegreeWorks audit on a regular basis and should discuss questions or concerns with their advisor or academic department head. Discrepancies in requirements should be reported to the Registrar's Office.

Graduation Process

Students must complete the following in the first two months of the semester prior to completing their certificate requirements (for one-semester certificates, complete in the first week of class):

- Review their DegreeWorks audit and create a plan that outlines how unmet requirements will be met in the final semester.
- Meet with their advisor and modify their plan as needed. The advisor must approve the final plan.
- Submit the "Intent to Graduate" form to the Registrar's Office to officially declare the intended graduation date and commencement ceremony plans.
- Register for all needed courses and complete all requirements for each degree sought.

Submission deadlines and commencement details can be found on the Graduation web page.

If a student's petition for graduation is denied, it will be their responsibility to apply for graduation in a subsequent semester. A student's "Intent to Graduate" does not automatically move to a later graduation date.