

# COMPUTER INFORMATION SYSTEMS: IT SUPPORT CERTIFICATE

**Program code:** CISI-CC

**Location:** Capital, Gateway, Middlesex, Naugatuck Valley, Northwestern, Quinebaug Valley

## Program Description

The Information Technology (IT) Support Certificate prepares students to troubleshoot technical problems, work within a business environment using oral and written communication skills effectively, and apply software and hardware service and technical skills. All courses required by this certificate may be applied to the Computer Information Systems Associate degree program.

## Learning Outcomes

1. To design and use problem solving techniques
2. Use oral and written communication to communicate with clients in a business environment
3. Implement customer service skills in the context of the IT department
4. Apply proper troubleshooting skills within a networking environment
5. Utilize technical skills in implementing software and hardware installations

This degree will begin to prepare students for common industry certification exams such as:

- CCNA (CISCO Certified Network Associate) exam.
- CompTia Network+
- CompTIA Security+

## Certificate Requirements

CSC 1201 Introduction to Programming *and* CSC 2213 Object Oriented Programming *are not allowed in this program. Students are encouraged to take CSC 1211 Java I or other programming language.*

Code	Title	Credits
<b>Required Courses</b>		
CIS 1001	Introduction to Computers	3
CST 1111	Computer Hardware	4
CST 1221	Networking I	4
CYS 2111	Network Security	3
CIS 1104	Introduction to Operating Systems	3
CST 2142	Windows Server Administration	4
CIS 2131	Fundamentals of Cloud Computing	3
CIS 2990	Capstone Research	3
or CIS 2994	Coop Ed/Work Experience	
<b>Total Credits</b>		<b>27</b>

There are five Associate's degrees options within Computer Information Systems. Students may earn only one degree but can earn additional certificates.

- Computer Information Systems: Cloud Computing
- Computer Information Systems: Cloud Computing Certificate
- Computer Information Systems: Computer Networking Certificate
- Computer Information Systems: Computer Programming Certificate
- Computer Information Systems: Data Analytics
- Computer Information Systems: Generalist
- Computer Information Systems: IT Support Certificate (p. 1)
- Computer Information Systems: Networking, AS
- Computer Information Systems: Programming