IT SUPPORT PROFESSIONAL, CERTIFICATE OF PROFICIENCY

Students will be prepared with the knowledge and skills essential for a career as an entry-level service technician. They will be prepared to service computers and peripherals by discovering how to install, configure, diagnose, repair, upgrade, and maintain microcomputers. Skills acquired will assist students in preparing to take industry A+ Certification exams. A+ Certification is an industry recognized credential that distinguishes one as a knowledgeable service professional.

Program contact: Learn more

This certificate will be automatically awarded when the certificate requirements are completed. If you do not want to receive the certificate, please notify the Office of the Registrar at RegistrarOffice@tri-c.edu.

Learn more here and here about how certificate credits apply to the related degree.

Program Admission Requirements

- High School Diploma/GED
- IT-1090 Computer Applications or IT-109H Honors Computer Applications

Program Learning Outcomes

This program is designed to prepare students to demonstrate the following learning outcomes:

1. Communicate effectively utilizing verbal, written and presentation skills in person, on the phone, and via the Internet with all levels in the organization.
2. Communicate appropriately with diverse audiences to provide high level customer service to internal and external constituents.
3. Work independently and effectively within a team to meet the needs of the organization.
4. Operate within diverse business cultures with professionalism, integrity, and accountability.
5. Demonstrate ethical behavior and recognize legal issues.
6. Adapt to change within their profession by demonstrating a commitment to continuous learning and the flexibility to deal with different requirements from different clients with a wide range of personality styles and prior computer knowledge.
7. Plan, organize, and prioritize tasks in order to meet project deadlines.
8. Apply analytical, critical and creative thinking and problem solving/troubleshooting techniques to develop effective information technology solutions in the context of business needs.

9. Apply fundamental concepts of computer hardware, operating systems, business applications, networking, security, backup, and recovery procedures to troubleshoot, maintain, and support PC hardware and software to ensure an efficient and effective operation.
10. Prepared to sit for A+ certification exam.

Suggested Semester Sequence

Program Admissions Requirements Semester		Credit Hours
Select one of the following:		3
IT-1090	Computer Applications [1]	
IT-109H	Honors Computer Applications	
	Credit Hours	**3**
Summer Start		
IT-1025	Information Technology Concepts for Programmers	3
Select one of the following:		3
ENG-1010	College Composition I	
ENG-101H	Honors College Composition I	
	Credit Hours	**6**
First Semester		
ITNT-2300	Networking Fundamentals	3
IT-2740	Fundamentals of Client Operating Systems and Hardware for Cybersecurity	4
BADM-1050	Professional Success Strategies	3
	Credit Hours	**10**
Second Semester		
ITNT-2320	Network Administration I	3
ITNT-2370	Network Security Fundamentals	3
EET-1303	Cisco I	3
IT-1050	Programming Logic	3
	Credit Hours	**12**
	Total Credit Hours	**31**

[1] Credit-by-exam is available through the IT department to meet this requirement. Written departmental approval from the IT department required.

MATH-1140, MATH-1141, MATH-1200, MATH-1270, and MATH-1280 can no longer count towards fulfilling the college-level mathematics requirement. These courses were re-classified as developmental mathematics by the state of Ohio in 2016. Tri-C established a 5-year transitioning window for students who had completed these courses prior to 2016 to apply them towards meeting graduation requirements, which expired in Summer 2021. It is highly recommended to see a counselor to determine the appropriate math required for your current major.