

Glen Oaks Community College

COMPUTER SUPPORT TECHNICIAN CERTIFICATE

The purpose of this certificate is to prepare the student for an entry level computer support or repair position. The student will learn to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and optimization of PC hardware and software. Computer network and security concepts will be taught, as well as, customer service skills. The core computer courses will map to the latest CompTIA certification objective.

Required Coursework (29 credit hours)

BAM 101 College Skills and Portfolio Writing	3 Credits
EDP 101 Introduction to Computers & Software	4 Credits
BAC 111 Contemporary Business & Technical Communications*	4 Credits
EDP 117 Visual Basic Programming for Microcomputers*	3 Credits
EDP 220 Computer Technician Essentials*	3 Credits
EDP 224 Computer Repair Essentials*	3 Credits
EDP 240 Introduction to Networking*	3 Credits
EDP 245 Network Security*	3 Credits
EDP 270 PC Operating Systems*	3 Credits

Electives (choose 3 credit hours)

EDP 219 Advanced Basic Programming*	3 Credits
EDP 242 Managing and Maintaining a Network Server*	3 Credits
EDP 252 Web Page Design I*	3 Credits

Minimum Hours Required 32 Credits

*Course has a prerequisite

Effective: Fall 2011

Address

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