

IT SUPPORT TECHNICIAN (CERTIFICATE)

Business & Information Technology

Program website (<https://www.harpercollege.edu/academics/business/info-systems/it-support-tech-certificate.php>)

Program Overview

This 18 credit-hour certificate program provides students with experience installing, configuring, maintaining and troubleshooting computer hardware, operating systems, and basic network infrastructure, and providing high-quality end-user support. These courses will help students prepare for the CompTIA IT Fundamentals, A+, Network+, HDI Desktop Support Technician, and ITIL Foundation certification exams and qualify for entry-level jobs as computer and network support technicians and service desk representatives.

Program Requirements

Code	Title	Hours
Required		
CAS 160	Introduction to Business Software Packages	3
NET 105	Information Technology Fundamentals	3
NET 111	A+ Hardware	3
NET 112	A+ Operating Systems Technologies	3
NET 121	Computer Networking	3
NET 201	Service Desk and Service Management	3
Total Hours		18

Gainful Employment

Harper College provides Gainful Employment information to comply with the U.S. Department of Education.