

# Network Operations & Systems Security

## Computer Help Desk Technician Certificate

This certificate is designed to prepare students for entry-level careers supporting computer users as a Computer Help Desk Technician. A Computer Help Desk Technician performs a wide range of support tasks for the computer user, including computer configuration, image deployment, troubleshooting, and training. Students will complete NOS 120 and NOS 125 (Desktop Support I and II) in a hybrid learning environment. Students will typically spend three or more hours outside the classroom doing online learning for every hour spent in the classroom. They should budget at least 10 hours per week for homework. The courses' learning objectives support the Microsoft Certified Solution Associate exam standards for the current desktop operating system, though this is not a certification preparation program.

Courses in this certificate transfer towards the Network Operations & Systems Security AAT or AAS-T degree program.

### Program Length

This program is approximately one-quarter long, depending on the time students need to satisfactorily complete all graduation requirements.

### Admission Dates

Fall, winter, spring, and summer quarters.

## Completion Requirements

### Prerequisite(s)

Students should be familiar with navigating current Windows desktop operating systems.

### Program Course List

<a href="#"><u>NOS 120</u></a>	Desktop Support I	4
<a href="#"><u>NOS 125</u></a>	Desktop Support II	4
	Total Credit Hours:	8