

CUSTOMER SUPPORT TECHNICIAN DIPLOMA

Entry Time

Fall

Award

Diploma

1 year (3 terms)

Building upon technical skills acquired in year one, the Customer Support Technician Diploma is designed to teach students the fundamental skills and knowledge required to apply customer support strategies to a variety of IT related issues. The required courses center heavily around customer support with an emphasis on written and oral communication.

In addition to the certificate and with additional study, coursework should give direction to the student for some of the following industry credentials: CompTIA Security+.

This diploma is eligible for state and federal financial aid.

Career Opportunities

- computer user support specialist
- help desk technician
- call center support technician

Diploma Requirements

Term 1		Credit Hours
ENG-105	Composition I	3
NET-130	Computer Concepts ¹	3
NET-165	Network Plus ¹	3
CIS-121	Intro to Programming Logic ¹	3
CIS-207	Fundamentals of Web Program ¹	3
	Term Totals:	15
Term 2		
NET-630	Ethics in Info Tech ¹	3
NET-650	Cloud Infrastructure ¹	3
NET-168	Admin Windows Server ¹	3
NET-235	CCNA Cisco ¹	3
	Term Totals:	12
Term 3		
CSC-116	Information Computing	3
NET-785	Desktop Support ¹	3
NET-600	Network Security Basics ¹	3

MKT-180	Customer Service Strategies	1
	Term Totals:	10
	Program Totals:	37

¹ Minimum C- to graduate