IT HELP DESK/END USER SUPPORT: CS

Certificate of Specialization | 24 credit hours minimum

Area of Interest: Science, Technology, Engineering, and Math (STEM)

Program Website (https://stlcc.edu/programs-academics/pathways/s-t-e-m/it-help-desk-end-user-support/)

Academic Advising (https://stlcc.edu/admissions/advising/)

Program Description: Florissant Valley, Forest Park, and Meramec

IT Help Desk/End User Support Certificate of Specialization is a skill-oriented program that prepares students for help desk and desktop support technician positions in the enterprise. The foundational principles of end-user support including client operating system and application software, hardware and software installation, system configuration, problem diagnosis and resolution, and computer security will be covered. The courses in the program provide a combination of online, distance learning, and classroom-based in-depth hands-on skills development. The demonstration of hands-on skills is critical to employers. Students completing the program are prepared for a variety of industry certification exams as well as entry-level employment in a help desk or desktop support position.

Locations. This program is offered in its entirety at Florissant Valley and Forest Park by taking a mixture of face-to-face and online courses.

Related Programs. The Computer and Information Technology Department offers certificates in the following areas:

> CompTIA A+ Certification, Certificate of Specialization (http://catalog.stlcc.edu/programs/comptia-certification-certificate-specialization/)
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> CompTIA A+ and Security+ Certifications, Certificate of Specialization (http://catalog.stlcc.edu/programs/comptia-security-certificate-specialization/)
>
> Network Engineering, Associate in Applied Science (http://catalog.stlcc.edu/programs/network-engineering-aas/)
>
> Network Engineering, Certificate of Specialization (http://catalog.stlcc.edu/programs/network-engineering-certificate-proficiency/)

Cost of Attendance. For more information on cost of attendance visit MoSCORES (https://scorecard.mo.gov/Search/).

Program Career and Salary Information. Pursuant to Missouri HB 1606 (2018), information regarding the number of credit hours, program length, employment rate, wage data, and graduates employed in careers related to their program of study at St. Louis Community College can be found at the following URL: https://scorecard.mo.gov/scorecard/ (https://www.google.com/url/?q=https://scorecard.mo.gov/scorecard/&sa=D&ust=1555536894857000&usg=AFQjCNG1xf3E_i2lO96zEytILO-s5xaJCQ). Search using School / Program "St. Louis Community College" and choose the degree or credential type of interest.

The following limitations to the data apply: Information provided is based on the most recent cohorts available. Typically, most recent cohorts for wage and completion data are six years prior to the current academic year. Time to complete a program of study varies depending on the number of credit hours students earn per semester.

Interested in this program? Start the enrollment process by visiting the Apply to STLCC (https://www.stlcc.edu/admissions/apply-to-stlcc/) page.

At the completion of the program, students are expected to:

1. demonstrate professional customer service skills.
2. apply best practices in help desk operations.
3. troubleshoot computer problems.
4. configure end-user devices.
5. train computer users.
6. utilize the appropriate office applications.
7. document problems and resolution.
8. analyze knowledge based systems.
9. apply secure enterprise settings.
10. utilize active directory tools.
11. explain technical inquiries through multiple channels.
12. apply PowerShell scripting.
13. apply group policies and procedures.

Code	Title	Credit Hours
Program Requirements		
IT 102	Desktop Software Support - CompTIA A+ Core 2 (Software)	3
IT 103	Help Desk Principles	3
IS 130	Hardware Support - CompTIA A+ Core 1 (Hardware)	3
IS 151	Computer Applications in Business	4
IS 237	Fundamentals of Information Assurance/Security - CompTIA Security+	3
IS 229	Unix/Linux I	3
or IS 291	Workplace Learning: Computer and Information Technology	
IT 101	Cisco Networking Academy I: Introduction to Networks	5
Total Credit Hours		**24**

Full-Time Academic Plan

PLEASE NOTE: If you originally enrolled at STLCC prior to Spring 2024, you may need to view an archived catalog (https://www.stlcc.edu/programs-academics/course-catalog/) for your correct program requirements. Please speak with an advisor or the program coordinator for more information.

Code	Title	Hours	Prerequisites	Milestones/Notes
First Year				
Fall				
IT 102	Desktop Software Support - CompTIA A + Core 2 (Software)	3	Reading Proficiency	
IT 103	Help Desk Principles	3	Reading Proficiency	
IS 130	Hardware Support - CompTIA A+ Core 1 (Hardware)	3	Reading Proficiency	
IS 151	Computer Applications in Business	4	Concurrent or prior enrollment in IS 122 or IS 123 or IT 102 or HIM 102 with a minimum grade of "C" or equivalent experience and Reading Proficiency	
	Credit Hours	**13**		
Spring				
IT 101	Cisco Networking Academy I: Introduction to Networks	5	Reading Proficiency	Apply for graduation
IS 237	Fundamentals of Information Assurance/Security - CompTIA Security +	3	IT 102 or IS 229 with a minimum grade of "C" and Reading Proficiency	
IS 229 or 291	Unix/Linux I or Workplace Learning: Computer and Information Technology	3	Reading Proficiency	IS 229 is highly recommended.
	Credit Hours	**11**		
	Total Credit Hours	**24**		

*Click on the hyperlinked course number to view additional information about the course.

**Students completing a course that has been assigned a MOTR number may transfer that course to any public institution in Missouri. Those who complete CORE 42 requirements will have that verification on their transcript.

*** It is your responsibility to verify that the courses listed above will transfer to the four-year institution of your choice. Maximize your transfer credits/classes by meeting with an academic advisor.

Part-Time Academic Plan

PLEASE NOTE: If you originally enrolled at STLCC prior to Spring 2024, you may need to view an archived catalog (https://www.stlcc.edu/programs-academics/ course-catalog/) for your correct program requirements. Please speak with an advisor or the program coordinator for more information.

Code	Title	Hours	Prerequisites	Milestones/Notes
First Year				
Fall				
IT 102	Desktop Software Support - CompTIA A + Core 2 (Software)	3	Reading Proficiency	First 8-weeks
IS 130	Hardware Support - CompTIA A+ Core 1 (Hardware)	3	Reading Proficiency	First 8-weeks
IT 103	Help Desk Principles	3	Reading Proficiency	Second 8-weeks
	Credit Hours	**9**		
Spring				
IS 237	Fundamentals of Information Assurance/Security - CompTIA Security +	3	IT 102 or IS 229 with a minimum grade of "C" and Reading Proficiency	First or Second 8-weeks

IS 151	Computer Applications in Business	4	Concurrent or prior enrollment in IS 122 or IS 123 or IT 102 or HIM 102 with a minimum grade of "C" or equivalent experience and Reading Proficiency	
IS 229 or 291	Unix/Linux I or Workplace Learning: Computer and Information Technology	3	Reading Proficiency	IS 229 is highly recommended.
	Credit Hours	**10**		
Summer				
IT 101	Cisco Networking Academy I: Introduction to Networks	5	Reading Proficiency	Apply for graduation
	Credit Hours	**5**		
	Total Credit Hours	**24**		

*Click on the hyperlinked course number to view additional information about the course.

**Students completing a course that has been assigned a MOTR number may transfer that course to any public institution in Missouri. Those who complete CORE 42 requirements will have that verification on their transcript.

*** It is your responsibility to verify that the courses listed above will transfer to the four-year institution of your choice. Maximize your transfer credits/classes by meeting with an academic advisor.