

About the Program

The Technical Certificate (T.C.) in Information Technology Support Specialist prepares students to work in customer support operations.

Information technology support specialists provide technical support and business tool usage advice and guidance to other employees, vendors, and business customers for computers, computer systems, software systems, and peripheral equipment.

This program requires a **minimum of 18 credit hours**. Total program hours may vary based on the student's individual academic degree plan. This program **is not eligible** for financial aid.

Program Requirements

Students must fulfill all requirements outlined in the college catalog.

Important for You to Know

This academic roadmap does not include developmental education courses in reading, writing, and/or mathematics or other prerequisite courses that you may be required to take. In addition, it does not include technical certificate graduation requirements.

Students in this certificate program **are not required** to complete math courses unless they are listed as part of the certificate program. This certificate articulates directly into the Computer Information Technology (2153) (A.S.) degree, which includes a **Mathematical Thinking in Context math pathway**. This pathway is intended for students in the broadest range of programs of study. In this pathway, students will explore a variety of mathematical concepts utilizing multiple ways of thinking to formulate and solve problems in context.

Additional Information

- ⇒ **Program Information**, including advisor contact details: <https://www.fscj.edu/6280>.
- ⇒ **Technical Certificate Information**, including graduation requirements: <https://catalog.fscj.edu/academics/degree-certificate-programs/technical-certificates>.
- ⇒ **Program Requirements**: <https://catalog.fscj.edu/programs/6280>.
- ⇒ **Math Pathways Information**: <https://catalog.fscj.edu/academics/math-pathways>.

Sample Roadmap

This sample roadmap shows one possible pathway to program completion and may not be appropriate for all students.

Prior to enrolling in classes, please **meet with an advisor** for specific guidance about your individual academic plan. Some courses are offered only once per year; advising is critical for course progression.

Term 1

Course	Credits
CTS 1133C - Software Configuration	3
CTS 1131C - Hardware Configuration	3
CGS 1060C - Introduction to Information Technology	3

Term 2

Course	Credits
CNT 2001C - Computer Networks and Telecommunications or CET 2600C - Network Fundamentals (Cisco 1)	3
CTS 1154C - Technical Support	3
CGS 1100C - Microcomputer Applications for Business and Economics	3