

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.

<input checked="" type="checkbox"/> Task
<input type="checkbox"/> View career information at <a href="http://www.fscj.edu/careercoach">http://www.fscj.edu/careercoach</a>
<input type="checkbox"/> Meet with your advisor each term.
<input type="checkbox"/> Satisfy the technical certificate graduation requirements.

### Career Options

Information technology support specialists troubleshoot and solve routine technical service and equipment problems by analyzing, identifying and diagnosing errors using established processes and procedures. They document events using database systems and track resolution of problems.

### Articulation

This certificate articulates directly into the Computer Information Technology (2153) (A.S.) degree. Students may pursue one or more certificates to develop or upgrade their skills in a particular field or pursue the A.S. degree and earn technical certificates while completing the requirements for the degree. Contact an advisor to determine the career education path that is best for you.

### Advising

(904) 598-5676 or [net@fscj.edu](mailto:net@fscj.edu).

### Recommended Roadmap

This roadmap provides general guidance about recommended courses. For specific guidance about your individual academic degree plan, please see an advisor. Also refer to the College Catalog for additional information. **Full-time students will refer to the term-by-term recommendations, and part-time students will take courses in the order listed.** A minimum grade of C or higher must be achieved in all professional courses.

#### Term 1

<input checked="" type="checkbox"/>	Course: Course Title	Credit Hours	Terms Offered	Available Modalities
<input type="checkbox"/>	CTS 1133C: Software Configuration	3	All	All
<input type="checkbox"/>	CTS 1131C: Hardware Configuration	3	All	All
<input type="checkbox"/>	CGS 1060C: Introduction to Information Technology	3	All	All

#### Term 2

<input checked="" type="checkbox"/>	Course: Course Title	Credit Hours	Terms Offered	Available Modalities
<input type="checkbox"/>	CNT 2001C: Computer Networks and Telecommunications or CET 2600C: Network Fundamentals (Cisco 1)	3	All	All
<input type="checkbox"/>	CTS 1154: Technical Support	3	All	All
<input type="checkbox"/>	CGS 1100C: Microcomputer Applications for Business and Economics	3	All	All
<input type="checkbox"/>	Professional Elective	3	All	All

### Total Program Credit Hours

The Information Technology Support Specialist T.C. program requires a **minimum of 18 credit hours**. Total program hours may vary based on the student's individual degree plan. Please see an advisor for individual guidance.

### Important for You to Know

This academic roadmap does not include developmental education courses in reading, writing, and/or mathematics that you may be required to take. Students who place into developmental education courses are required to complete designated developmental education courses with a grade of C or higher regardless of program of study. In addition, it does not include MAT 1033: Intermediate Algebra, which, for many students, is a prerequisite course for MAC 1105.