

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"/> Explore career resources at fscj.edu/student-services/career-development .
<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. Contact an advisor to determine the career education path that is best for you.

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.

Advising

(904) 598-5676 or net@fscj.edu.

Sample Roadmap

This roadmap provides general guidance about required courses. For specific guidance about your individual academic degree plan, please see an advisor. Also refer to the College Catalog and class schedules 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
<input type="checkbox"/>	CTS 1133C: Software Configuration	3	All
<input type="checkbox"/>	CTS 1131C: Hardware Configuration	3	All
<input type="checkbox"/>	CGS 1060C: Introduction to Information Technology	3	All

Term 2

<input checked="" type="checkbox"/>	Course: Course Title	Credit Hours	Terms Offered
<input type="checkbox"/>	CNT 2001C: Computer Networks and Telecommunications or CET 2600C: Network Fundamentals (Cisco 1)	3	All
<input type="checkbox"/>	CTS 1154: Technical Support	3	All
<input type="checkbox"/>	CGS 1100C: Microcomputer Applications for Business and Economics	3	All
<input type="checkbox"/>	Professional Elective	3	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. This program **is not eligible** for financial aid.