

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.

Program Requirements

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

Students in this program are not required to complete math courses unless they are listed as part of the certificate program. If you plan to pursue the degree program in this same field, please note **this certificate articulates directly the Computer Information Technology (2153) (A.S.) degree**, which includes a **Mathematical Thinking in Context math pathway**. To learn more about the Computer Information Technology (A.S.) degree, visit fscj.edu/academics/programs/as/2153.

Placement Testing

Please meet with an advisor to determine if college placement testing is required. 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 and are also required to take one of two student success strategies courses. For additional information, visit catalog.fscj.edu/academics/developmental-education-programs or speak with an advisor.

Technical Certificate Graduation Requirements

- ☐ Fulfill all academic requirements for the chosen program of study as outlined in the Florida State College at Jacksonville catalog and curriculum.
- ☐ Earn minimum prescribed semester hours for the chosen program of study with a cumulative grade point average of 2.0 (C) on a 4.0 scale on all courses that apply to the chosen program of study.
- ☐ Complete a minimum of 25 percent of the total hours required for the program in residence at Florida State College at Jacksonville. Credit by examination and credit for prior learning do not count toward this residency requirement.
- ☐ Fulfill all obligations, financial or otherwise, to the College before graduating.

Catalog Year

This document is prepared for students with a **2025-26 College Catalog year** who have not tested into developmental education courses. **Students who enter under the 2025-26 catalog** will be assigned to the degree or certificate requirements in effect during the 2025-26 academic year. The student's assigned catalog year will remain in effect as long as the student maintains continuous enrollment. Changes to requirements as mandated by law or by rule of the District Board of Trustees may supersede this provision.

To maintain continuous enrollment, a student must have registration for, and successful completion of, at least one course within a three-term period. After three consecutive terms of no enrollment, the student will be discontinued from the current program of study and will need to apply to FSCJ to reenter under the same program of study. Upon readmission, the student will be assigned to the current catalog of record in the chosen program.

Curriculum

A minimum grade of C or higher is required in all professional coursework.

Sample Roadmap

This sample roadmap shows one possible pathway to program completion and may not be appropriate for all students. **Terms Offered** are subject to change. Please verify course availability at fscj.edu/schedules.

Term 1

Before enrolling in your first term classes, **please meet with an advisor** for specific guidance about your academic plan.

- | | |
|---|---------------------|
| <input type="checkbox"/> CTS 1133C - Software Configuration, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |
| <input type="checkbox"/> CTS 1131C - Hardware Configuration, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |
| <input type="checkbox"/> CGS 1060C - Introduction to Information Technology, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |

Term 2

- | | |
|---|---------------------|
| <input type="checkbox"/> <i>Select from</i>
CNT 2001C - Computer Networks and Telecommunications <i>or</i> CET 2600C - Network Fundamentals (Cisco 1),
Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |
| <input type="checkbox"/> CGS 1100C - Microcomputer Applications for Business and Economics, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |
| <input type="checkbox"/> CTS 1154C - Technical Support, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |

Course Requirements

Prerequisites, corequisites, and conditions for any course are subject to change. Students must meet the prerequisite and corequisite requirements of any course at the time the student attempts to register for that course. If you have questions about the prerequisites, corequisites, or conditions for a course, please contact any academic advisor.

Professional Courses

Complete either CNT 2001C or CET 2600C and complete all other listed courses.

CTS 1131C - Hardware Configuration, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

CTS 1133C - Software Configuration, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

CGS 1060C - Introduction to Information Technology, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

CGS 1100C - Microcomputer Applications for Business and Economics, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

CTS 1154C - Technical Support, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

CNT 2001C - Computer Networks and Telecommunications, Credit Hours: 3. **Note**: Complete either CNT 2001C or CET 2600C. **Prerequisite(s)**: CGS 1060C or CGS 1100C. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

CET 2600C - Network Fundamentals (Cisco 1), Credit Hours: 3. **Note**: Complete either CNT 2001C or CET 2600C. **Prerequisite(s)**: CTS 1131C and CTS 1133C, both with a grade of C or higher. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.