

Student Name: \_\_\_\_\_

**Computer & Information Technologies: Computer Support Technician (16 Total Credit Hrs)**

Maysville Community & Technical College

Open Admissions

Certificate

Sharon Staviski, Program Coordinator

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Academic Plan Code: 1101017089

Academic Sub Code: 1101013329

Academic Program Code: ENTC

Certificate Requirements (16 Credit Hours)		Credit Hours	Semester Taken
CIT 130	Productivity Software	3	
CIT 111	Computer Hardware and Software	4	
CIT 232	Help Desk Operations	3	
CIT 234	Advanced Productivity Software	3	
CIT 236	Advanced Data Organization Software	3	
<b>Total</b>		<b>16</b>	

**Notes:**

1. It is the responsibility of the student to notify their Advisor of changes they have made to their class schedule. Failure to do so could result in a delayed graduation date or ineligibility for graduation. (*Examples: Online registration, drop/add, or change of class sequence.*)
2. **MAT 65 must be completed before enrolling in Level I Networking course; OR consent of Instructor.**
3. **MAT 85 must be completed before enrolling into CIT 111; OR Consent of Instructor.**
4. Certificates may also be completed prior to or while earning an AAS degree. (Refer to MCTC's CIT Program Website) .
5. Students may only use a course with a grade of "C" or higher to fulfill a core or track graduation requirement or a certificate requirement.
3. Required minimum ACT, TABE, KYOTE or COMPASS placement scores for general education courses are listed below.

**Computer Support Technician Certification Information**

The **Computer Support Technician Certificate** offers students the opportunity to earn a credential demonstrating computer support technician competencies. The certificate consists of the core skills that students need for computer and end-user support. In addition, this certificate will provide a way for professionals currently in the industry to update their computer support technician skills and for new students to show progress in the CIT program.

**Upon completion of this Certificate program, the graduate can:**

1. Explore computer hardware and software.
2. Employ basic diagnostic tools to identify and solve hardware and software problems in multiple operating systems.
3. Describe common categories of productivity software and their uses in a work environment .
4. Use and support application software at an intermediate level.
5. Develop and debug modules and macros for software applications.
6. Explore help-desk skills that provide customer service and support including processes and associated technologies in a technical or non-technical environment.

	Math	Reading	Writing
ACT	19	20	18
COMPASS	ALG 25	85	74
KYOTE	CA 14 or higher	N/A	N/A
TABE	N/A	12.2-12.9	12.8.12.9

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**Total Credit Hours: 16**