# Computer Support Specialist A+ Certificate

The Computer Support Specialist A+ 16-credit hour certificate is an industry-respected starting point for individuals to pursue a career in Information Systems. The certificate provides valuable technical and communication skills required across the Information Systems industry. Students develop essential skills in hardware, software, networking, written communication, verbal communication and problem solving. Upon completion of the certificate, students are prepared to take the CompTIA A+ certification exam, enter the workforce in an entry-level computer support position or continue their studies.

(Major Code 6610; State CIP Code 11.1006)

Computer Support Program web page (http://www.jccc.edu/academics/credit/computer-support/)

## Required Courses

| | | |
|---|---|---|
| CPCA 105 | Introduction to Personal Computers: Windows | 1 |
| CPCA 120 | Computer User Support Skills* | 3 |
| CPCA 128 | PC Applications: MS Office | 3 |
| or CPCA 108 | Word Processing I: MS Word* | |
| & CPCA 110 | and Spreadsheets I: MS Excel | |
| & CPCA 123 | and E-Presentation: MS PowerPoint | |
| ELEC 186 | CompTIA A+ Essentials | 3 |
| IT 120 | CompTIA A+ Practical Applications | 3 |
| IT 141 | Introduction to Networks | 3 |
| **Total Hours** | | **16** |

**Total Program Hours: 16**