

Computer Support Specialist Network+/Security+ Certificate

The Johnson County Community College Computer Support Specialist program is in alignment with the National Center for Education Statistics (NCES) CIP code 11.1006: Computer Support Specialist. This program prepares individuals to provide technical assistance, support, and advice to computer users to help troubleshoot software and hardware problems. This program includes instruction in computer concepts, information systems, networking, operating systems, computer hardware, the Internet, software applications, help desk concepts and problem solving, and principles of customer service.

The Computer Support Specialist program prepares individuals to provide technical assistance, support, and advice to computer users to help troubleshoot software and hardware problems. Includes instruction in computer concepts, information systems, networking, operating systems, computer hardware, the Internet, software applications, help desk concepts and problem solving, and principles of customer service.

The Computer Support Specialist Network+/Security+ 35 credit-hour certificate provides additional technical skills and industry-recognized credentials for students to qualify for a wider range of high-demand positions across the broad field of information systems. Upon completion of the certificate, students are prepared to take both the CompTIA Network+ and Security+ exams. Individuals may choose to enter the workforce with strong computer, network and security support skills, or continue another year of studies to complete their Computer Support Specialist Associate of Applied Science (<https://catalog.jccc.edu/archives/2025-26/degreecertificates/computersupportspecialist/comp-support-specialist-aas/>) degree.

(Major Code 6620; CIP Code 11.1006)

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

Program Learning Outcomes

Johnson County Community College (JCCC) is committed to offering high-quality affordable programs that focus on developing knowledge and skills conducive to life-long learning. Both the General Education Student Learning Outcomes (<https://www.jccc.edu/about/leadership-governance/administration/institutional-effectiveness-branch/outcomes-assessment/learning-outcomes.html>) and Institutional Learning Outcomes (<https://www.jccc.edu/about/leadership-governance/administration/institutional-effectiveness-branch/outcomes-assessment/institutional-learning-outcomes.html>) convey JCCC's approach to programmatic outcomes. Additionally, students who successfully complete the Computer Support Specialist Network+/Security+ Certificate from JCCC will be able to:

- Understand key information and skills for user support professionals, including troubleshooting and problem-solving, and successful verbal and written communication with users.
- Demonstrate an in-depth proficiency with word processing, spreadsheet, database and presentation graphics applications.
- Examine personal computer (PC) hardware and peripheral components, network components and connections, network services, virtualization, cloud computing, mobile and print devices.
- Install and configure an operating system (OS), identify and apply fundamental security concepts, troubleshoot software and OS configurations and use best practice operational procedures.
- Configure and troubleshoot networking technologies, including Internet Protocol (IP) connectivity, IP services, and security fundamentals.
- Install and configure systems to secure applications, networks and devices.
- Develop a professional digital portfolio.

Certificate Requirements

First Semester

Code	Title	Hours
CSS 105	Introduction to Personal Computers: Windows	1
CSS 120	Computer User Support Skills*	3
CSS 128	PC Applications: MS Office	3
or CSS 108 & CSS 110 & CSS 123	Word Processing I: MS Word* and Spreadsheets I: MS Excel and E-Presentation: MS PowerPoint	
IT 119	CompTIA A+ Core 1	3
IT 120	CompTIA A+ Core 2	3



IT 141	Introduction to Networks	3
Total Hours		16

Note: Students eligible for the Computer Support Specialist A+ Certificate (<https://catalog.jccc.edu/archives/2025-26/degreecertificates/computersupportspecialist/comp-support-specialist-a-cert/>) are qualified to take the Computing Technology Industry Association (CompTIA) A+ Certification Credential Exam.

Second Semester

Code	Title	Hours
CSS 106	Introduction to Personal Computers: Macintosh	1
CSS 109	Google Apps*	1
CSS 118	Groupware: Outlook*	1
CSS 138	Operating Systems: Windows*	1
CSS 140	Digital Devices and Online Technologies*	3
IT 150	Switching, Routing, and Wireless Essentials*	3
IT 152	Google Cloud Fundamentals*	3
or IT 153	AWS Cloud Foundations*	
or IT 155	Microsoft Administration Fundamentals*	
or WEB 110	HTML and CSS	
WEB 112	Professional Skills for the Digital Developer	3
Total Hours		16

Third Semester

Code	Title	Hours
IT 175	Cybersecurity Fundamentals*	3
Total Hours		3

Total Program Hours: 35

Note: Students eligible for this certificate are qualified to take the Computing Technology Industry Association (CompTIA) Network+ and Security+ Credential Exams.

* This course has registration requirements.