

Computer Support Specialist A+ 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 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 that are 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 another year of studies to complete the Computer Support Specialist Network+/Security+ Certificate (<https://catalog.jccc.edu/archives/2025-26/degrecertificates/computersupportspecialist/comp-support-networking-security-cert/>).

(Major Code 6610; 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 A+ 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 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, and 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.

Certificate Requirements

Semester Sequence

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

Total Program Hours: 16

Note: Students eligible for the Computer Support Specialist A+ Certificate are qualified to take the Computing Technology Industry Association (CompTIA) A+ Certification Credential Exam.

* This course has registration requirements.