

# Microcomputer Technical Support Certificate

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The microcomputer technical support vocational certificate is designed to provide an entry-level set of competencies that will allow the recipient to quickly perform satisfactorily in computer system help desk environment. This 6-course sequence will expose the student to significant aspects of computer hardware, computer networks and interconnection computer software, as well as interpersonal skills. Lectures will provide a theoretical foundation of microcomputer performance while a variety of laboratory projects will offer experience in system organization, interconnection and troubleshooting.

## Suggested/Sample Course Sequence

The sequence taken by the student may vary depending on prerequisites, course availability, and personal/ professional responsibilities.

(Major Code 4980; State CIP Code 47.0104)

- Electronics Technology (<http://www.jccc.edu/electronics>)

### First Semester

ELEC 126	Microcomputer A+ Preparation	4
CPCA 128	PC Applications: MS Office	3
ELEC 185	LAN Cabling and Installation	3
Total Hours		10

### Second Semester

IT 205	Implementing Windows Client	3
ELEC 250	Microcomputer Maintenance*	3
BUS 225	Human Relations	3
or SPD 125	Personal Communication	
Total Hours		9

**Total Program Hours: 19**