

**COMPUTER TECHNOLOGY  
TECHNICAL SUPPORT  
ONE-YEAR CAREER PROGRAM  
PREPARATION FOR EMPLOYMENT**

Technical Support and Help Desk operations are an important part of computer operations in almost every company and organization today. Students will examine general technical support concepts, responsibilities and customer service skills. Students will troubleshoot, analyze, identify and diagnose errors, using established processes and procedures. This is a career program and is designed to enable students to seek employment at the program's completion. Students must achieve a "C" or better in the required computer courses. All credits are transferable to the Computer Technology associate degree program if the student wishes to pursue further studies.

Successful completion of this program qualifies a student to apply for a Certificate in Technical Support.

**BUSINESS ADMINISTRATION**

Credit Hours

Business Administration 104  
(Sales and Customer Service) .....3

**COMPUTER TECHNOLOGY**

Computer Technology 101  
(Computer Literacy) .....3  
Computer Technology 103  
(Computer Logic) .....4  
Computer Technology 107  
(Introduction to Cybersecurity) .....3  
Computer Technology 180  
(PC Architecture).....3  
Computer Technology 184  
(Technical Support Operations) .....3  
Computer Technology 219  
(Operating Systems).....3  
Computer Technology 225  
(Introduction to Networking) .....3

The U.S. Department of Education, under final regulations issued October 29, 2010, requires us to report certain information about this certificate program regarding gainful employment. Please be advised the information is viewable on our website at [www.allegany.edu/gainfulemploymentdisclosure/](http://www.allegany.edu/gainfulemploymentdisclosure/).

**SPEECH**

Speech 101  
(Speech Communication I) .....3

Total Credit Hours: 28

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*Computer Technology 240 (Field Placement) can be used as a substitute for any required 200-level computer technology course in the technical support certificate.*

*NOTE: All courses specifically identified by course number are graduation requirements for this program.*