



**2024-2025 Academic Year**

# Computer Support Specialist

## Certificate of Achievement

**B-STEM Division**

Business, Science, Technology, Engineering and Math

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The **Computer Support Specialist** micro-credential provides an introduction to entry-level information technology positions.

Support specialists are the front line go-to individuals for providing initial technical assistance and support related to computer systems, hardware, and software. They are responsible for answering queries and addressing system and user issues in a timely and professional manner.

### PROGRAM OUTCOMES

- Identify system modules and recognize by site and definitions;
- Identify IRQ, DMAs, and I/O addresses and procedures for altering those settings;
- Describe computer nomenclature with respect to personal computer HW and SW.

Successful completion of credits from this Certificate of Achievement can be applied toward the [Information Technology](#) degree program.

Admission to the program requires readiness for college-level English and Math and approval from the program coordinator. Students may receive credit for previous training in a skills area by applying for credit by examination, credit by experience, and/or transfer credit as evaluated and approved by the program coordinator.

### SEE ALSO:

[Computer Information Systems](#) degree program

[Computer Science](#) degree program

[Computer Science](#) certificate program

[Database Administration](#) certificate program

[Database Concepts and Skills Associate](#) certificate program

[Information Technology](#) degree program

[Information Technology: Cybersecurity](#) degree program

[IT System Analyst Associate](#) certificate program

[Mobile and Web Computing](#) certificate program

[Oracle SQL Programming and Database Design Specialist](#) certificate program

[Web Development](#) certificate program

# CERTIFICATE CURRICULUM

2024-2025 Academic Year

COMP.SUPP.CRT

CIP 521299

Credit-bearing certificate programs can serve as gateways to earning an associate degree. Students are encouraged to consult the program coordinator, an academic advisor or Success Coach to explore such opportunities.

| Code                           | Course (lecture/lab hours)                     | Credits   |
|--------------------------------|--|-----------|
| <a href="#"><u>NET 102</u></a> | Introduction to PC Hardware and Software (2/3) | 3         |
| <a href="#"><u>NET 103</u></a> | IT Essentials (2/3)                            | 3         |
| <a href="#"><u>NET 104</u></a> | Fundamentals of Computer Networks (2/2)        | 3         |
| <a href="#"><u>NET 120</u></a> | Windows Desktop OS Administration (2/2)        | 3         |
| <a href="#"><u>NET 122</u></a> | Windows Server OS Administration (2/2)         | 3         |
|                                |  | <b>15</b> |