

Help Desk Specialist Technical Certificate Program Code 62822

Program Description: The Help Desk Specialist technical certificate program, offered at the A. Hugh Adams Central Campus, prepares students for employment opportunities as help desk specialists. It is designed for students seeking the skills set necessary to be successful in their careers ranging from advance knowledge of Microsoft Office to Microsoft Enterprise Desktop Support and CompTIA system and network (A+ and Net+).

Career Pathway: Science, Technology, Engineering and Math (STEM)

Program Entrance Requirements: HS Diploma or GED

Additional Program Information: N/A

Related Industry Certifications: N/A

Location(s): The majority of the courses are offered at all BC locations, including online. However, some courses may only be offered at the A. Hugh Adams Central Campus. Please consult the course schedule for specific semester locations.

Contact Information: Program contact information can be found at www.broward.edu/academics/programs/computer/Pages/default.aspx

Related Programs at Broward College:
Computer Information Technology Associate of Science (2149)

Required Courses

CTS1133C	A+ Essentials	3
CTS2131C	A+ Practical	3
CTS1134C	Network+	3
CTS2156C	Microsoft Enterprise Desktop Support	4
CGS2100C	Computer Applications	3

Total Program Credit Hours **16**

Notes: Many courses have specific pre-requisite and co-requisite requirements that must be followed. Students are encouraged to consult the Course Information Table for a detailed list of all requisite requirements.

Students are strongly encouraged to meet with an advisor to create an educational plan.