

COMPUTER INFORMATION TECHNOLOGY
Help Desk Specialist Technical Certificate Major Code 62822[◊]

Related Programs

Computer Systems Specialist Associate in Science Major Code 21491[§]
 Computer Information Technology Tech Support Specialist Associate in Science Option Major Code 21493[§]
 Microsoft Office Specialist (MOS) Technical Certificate Major Code 62823[◊]
 Support Technician Technical Certificate Major Code 6284

[§] *Students can earn a degree from 21491, 21493, 21492 or 21134, but not from two or more of these programs.*

[◊] *Students can earn a certificate from either 62822 or 62823, but not from both programs.*

Entrance Requirements

- HS Diploma or GED
 - PERT
- The PERT test places students into preparatory level reading, writing and math courses designed to prepare them for college-level coursework. Recent ACT or SAT score may also be used for placement. For more information, see <http://www.broward.edu/testing/>. Students who test into college prep courses must successfully complete all of the required coursework to qualify for graduation.

Required Courses

CTS 1133C	A+ Essentials	3
CTS 2131C	A+ Practical ¹	3
CTS 1134C	Network+	4
CGS 2100C	Computer Applications ²	3
CTS 2156C	Microsoft Enterprise Desktop Support ³	4
ELECTIVE	Elective	1
<i>Total Program Semester Hours</i>		18

It is strongly recommended that students see an academic advisor each term.

- ¹ Prerequisite – CTS 1133C (with a grade of C or higher)
- ² Prerequisite – CGS1060C (with a grade of C or higher) or placement
- ³ Prerequisites – CTS1327C or (CTS1213C and CTS1134C and CTS2131C) each with a grade of C or higher