



(Certificate)

Desktop Support Specialist

ICCB Code: C 011H

Required Courses						
First Semester	Lec	Lab	Cr	RCC	Sem/Yr	Transfer
CIS 110 Business Applications for Microcomputers	2	2	3			
CS 105 Foundations of Information Technology	2	2	3			
IT 115 Windows Fundamentals	2	2	3			
IT 173 A+ Computer Technologies (formerly IT 171 & 172)	2	4	4			
Subtotals	8	10	13			
Second Semester	Lec	Lab	Cr			
IT 116 Windows Client Operating Systems	2	2	3			
IT 120 Spreadsheet Applications	2	2	3			
IT 130 Word Processor Applications	2	2	3			
IT 151 Internet Techniques	2	2	3			
Subtotals	8	8	12			
Third Semester	Lec	Lab	Cr			
IT 205 Help Desk Techniques	2	2	3			
IT 210 Presentation Graphic Applications	2	2	3			
IT 220 Data Management Applications (formerly CIS 221)	2	2	3			
IT 230 Project Management	2	2	3			
Subtotals	8	8	12			
Fourth Semester	Lec	Lab	Cr			
IT 141	2	4	4			
IT 285 Systems Analysis & Design	2	4	4			
IT 290 Work Experience Practicum & Seminar (or IT 295)	1	10	3			
Subtotals	5	18	11			
Program Total 48						

Other Graduation Requirements:

2.00 (C) Grade Point Average for all courses at RCC

Comments: _____
