



CURRICULUM GUIDE 2026-2027

IT SERVICE AND SUPPORT TECHNICIAN

Certificate of Accomplishment in IT Service and Support Technician

INTEREST AREA: SCIENCE, TECHNOLOGY, ENGINEERING, AND MATHEMATICS

This certificate assists students in offering frontline or helpdesk support to end-users; help computer users in getting the most from their computer products; and lead users through various procedures, helping them to fix problems. This support is conducted over the telephone, one-on-one, or in a small group training session.

This certificate program introduces students to troubleshooting and customer service, networking, operating systems, system administration, and security--all the fundamentals of IT support that are critical for success in the workplace.

Requirements for Certificate of Accomplishment

- a) Complete satisfactorily the courses listed for the particular certificate.
- b) Complete at least 50% of the required units at Ohlone College.
- c) Maintain a 2.0 grade point average.

Student Learning Outcomes

1. Install a Windows operating system.
2. Configure and troubleshoot access to resources, hardware devices, and drivers; the desktop and user computing environments; and network protocols and services.
3. Demonstrate appreciation of the IT Service and Support career field and the need to be lifelong learners.

MAJOR FIELD

		Units
CNET-105	IT Essentials (CompTIA A+)	4.0
CNET-142	Introduction to Programming with Python	4.0
CNET-146	Introduction to Linux	3.0
CNET-162	Windows Server Installation and Configuration Administration	<u>2.0</u>
	Total Required Units:	13.0