

Certificate: Computer Support

Certificate Description:

The certificate in computer support is designed to develop skills for students seeking employment in the technical support field, which is the most common entry-level job in information technology. This certificate will develop skills in computer applications, hardware, desktop support, networking and communication. This certificate is developed and granted by BYU-Idaho.

Course Code	Course Name	15 Credits
BUSPC 115	Business Applications	3 Credits
CITBC 102	Hardware Technician	3 Credits
CITBC 125	Windows Client	3 Credits
CITBC 150	Introduction to Networking	3 Credits
COMM 150	Interpersonal Theory and Practice	3 Credits

Course Descriptions:

BUSPC 115 (3 credits) – Business Applications

Students will acquire, develop and apply intermediate spreadsheet analysis skills in a business context as well as demonstrate basic database use.

CITBC 102 (3 credits) – Hardware Technician

This course explores the fundamental components and concepts around computing devices, including hardware components, networking devices, memory, bootup issues, Operating System components, storage, wireless connectivity, security and troubleshooting exercises. Successful completion of the course will prepare the student to sit for the PC Pro certification exam as well as the CompTIA A+ certification exam.

CITBC 125 (3 credits) – Windows Client

This course focuses on installing, configuring and administering Windows Desktop systems across peer-to-peer configurations as well as client-server domain environments. Develops the skills required to be a consultant, full-time desktop support technician, or IT generalist who administers Windows-based computers and devices as a portion of their broader technical responsibilities. Upon successful completion of this course, the student should be prepared to sit for the Client Pro certification exam.

CITBC 150 (3 credits) – Introduction to Networking

This course introduces basic networking concepts including the OSI Model, TCP/IP, networking services and an exploration of Wide Area Networks. Explores network security concepts including authentication, authorization, and security layers.

COMM 150 (3 credits) – Interpersonal Theory and Practice

This course examines basic elements and theory of human communication in a practical, relevant setting.

Outcomes:

- Create professional spreadsheets using advanced functionality to visualize and solve business problems.
- Identify and describe the function of key hardware in a desktop or laptop computer.
- Design and configure a basic corporate network, identifying the key hardware and infrastructure devices needed to connect systems together.
- Identify and configure basic security settings to protect a workstation or server.
- Define and configure key security policies for a corporate network.
- Troubleshoot basic networking and system configuration problems.
- Demonstrate professional communication.

Potential Employment:

- IT support positions in small and large corporations
- IT support for business process outsourcing companies