



Information Technology Technician Certificate

This fully online certificate provides students the information necessary to obtain an entry-level career in the field of networking. Upon completion of this certificate, students will understand helpdesk concepts and responsibilities, hardware and software troubleshooting, and technical communication skill-sets. The fundamentals of supporting end users and a Local Area Network (LAN) will also be emphasized.

Total Units: 25

First Year

Semester 1

7 Units

COURSE	UNITS	PRE-REQS [^]	SEMESTERS OFFERED*
CISC 310¹ Z Introduction to Computer Information Science	3	Advisory: familiar with basic functions of word process, spreadsheet, web browser software applications	Check Class Schedule for offering
CISC 360² Z Information & Communication Technology Essentials (A+)	4	Advisory: CISC 302 and 310	F(P), S(P)

Z At least one section of this course is offered with free textbooks and is labeled as zero textbook costs (ZTC). If it is a GE area class or elective, there may be several ZTC offerings to fulfill the GE requirement. Use the Free Textbook filter to find these courses. Learn more on the [ZTC page of the college website](#).

¹ or CompTIA ITF+ certification

² or CompTIA A+ certification

Advisory means it is recommended but not required to enroll in the course.

Semester 2

6 Units

COURSE	UNITS	PRE-REQS [^]	SEMESTERS OFFERED*
CISN 300 Network Systems Administration	3	Advisory: CISC 310	S(O,P), Su(O)
CISN 301 Network Client Systems Administration	3	Advisory: CISC 310	F(O), S(P)

Career

Options/Outlook:

Computer Network Support Specialists analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption. **Career opportunities may require more than two years of college study.**

A sample of reported job titles:

Computer Network Specialist, IT Consultant (Information Technology Consultant), Network Engineer, Network Specialist, Network Support Specialist, Network Technical Analyst, Network Technician, Personal Computer Network Analyst, Senior IT Assistant (Senior Information Technology Assistant), Systems Specialist

Projected job openings in California (2020-2030):

1,230

Median Salary in California (2021):

\$69,800/yr

Year 2

Semester 3

6 Units

COURSE	UNITS	PRE-REQS^	SEMESTERS OFFERED*
CISN 303 ^Z Network Administration - Linux Server	3	Advisory: CISC 323	Check Class Schedule for offering
CISN 304 ^Z Networking Technologies	3	Advisory: CISC 356	See List A

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Semester 4

6 Units

COURSE	UNITS	PRE-REQS^	SEMESTERS OFFERED*
CISS 310 Network Security Fundamentals	3	CISC 310	
CISN 490 Networking Helpdesk Practicum	3	CISC 360, CISN 300, CISN 304	

^You must have passed the prerequisite course(s) with a "C" or better

*(O) = online available (P) = partially online

Source:

<https://www.onetonline.org/link/summary/15-1152.00>

About this map:

This program map represents one possible pathway to complete the program. Please see a counselor to create an education plan that is customized to meet your needs. This map is not a guarantee of course

availability or financial aid applicability.

Zero Textbook Costs (ZTC):

The Zero Textbook Costs designation and logo are added to any course that provides free access to all required instructional materials. These are typically shared with students through Canvas. Courses that are designated as ZTC may still require students to purchase supplemental materials such as lab coats, a calculator, art supplies, etc. See full definitions and searching tips on the [Zero Textbook Costs page](#) of the college website.

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