

PROGRAMS

IT HELP DESK - CERTIFICATE

IT Help Desk Technician Certificate

Gain the skills for an entry-level position in IT support with this certificate.

[Register via Mission Portal](#)

IT Help Desk Technician Certificate of Achievement

The goal of the Certificate of Achievement in IT helpdesk technician is designed to provide students with knowledge and skills required for a variety of entry level positions in the field IT support. The program includes foundation courses that aligned with industry certificates and a wide range of skill-builder courses.

Program Learning Outcomes

- Students will install, configure and support computing devices and software.
- Students will connect, maintain and support computing devices on a network.
- Students will advise and support users in their IT needs.

Meet the Following Requirements

1. Complete all required certificate courses with a C (or P) or better.
2. Complete at least 1/3 of the program courses at Mission College to establish residency.

NOTES

- *Requirements here apply to the current catalog year and are subject to change. Visit DegreeWorks in My Mission Portal to view requirements based your catalog year.*
- *Not all classes are offered each semester.*

Required Core Curriculum Courses (12.0 units)

Code	Class	Units
CIT 011	Introduction to Computer Hardware and Software (A+) (3.0 Lecture/1.0 Lab)	4.0
CIT 012	Introduction to Networking (3.0 Lecture/1.0 Lab)	4.0
CIS 045	Linux Essentials I (3.0 Lecture/1.0 Lab)	4.0

Elective Courses (Minimum of 6.0 Units)

Students can take any combination of the following courses.

Code	Class	Units
CIT 017	Cyber Security Essentials (3.0 Lecture/1.0 Lab)	4.0
CIT 078	Microsoft Server Essentials 1 (3.0 Lecture/1.0 Lab)	4.0
CIT 021	Cisco Network Fundamentals (CISCO-1) (3.0 Lecture/1.0 Lab)	4.0
BUS 078B	Business Communications (3.0 Lecture)	3.0
BUS 021L	Introduction to Business Computing Laboratory (1.0 Lab)	1.0

	Name	Units
WRK 300GW	Work Experience	1.0-4.0

Units Required

	Units
Total Required Units	18.0 - 20.0

IT Help Desk Technician Careers