

COMPUTER SUPPORT SPECIALIST - INTERMEDIATE TECHNICAL CERTIFICATE (ITC)

Explore More About This Program: <https://cwi.edu/program/computer-support-specialist>

Program Learning Outcomes

Upon successful completion of this program, students will be able to:

- Demonstrate service call procedural skills.
- Demonstrate the ability to read and complete complex instructions.
- Demonstrate entry-level electrical, mechanical, and software troubleshooting skills on computers and peripherals devices.
- Demonstrate entry-level network troubleshooting skills.
- Demonstrate and practice high voltage, low voltage, and electrostatic discharge (ESD) safety skills.
- Install, utilize, and update computer and peripheral software.
- Pass an industry-recognized Microsoft Security Fundamentals certification exam.
- Demonstrate entry-level computer and network security skills.