

# Certificate in Information Technology Help Desk

## Program Overview

Upon completion of this certificate, students will be able to provide Level-One support in information technology. This certificate provides the foundation for business and industry certifications.

## To Learn More About This Program

Contact Eric Clayborn at 269-783-2153 or [eclayborn@swmich.edu](mailto:eclayborn@swmich.edu).

## Certificate Requirements

To earn this certificate, students must have an overall GPA of 2.0 or higher, fulfill the course requirements of the program listed below, and complete a minimum of 21 credit hours. Additionally, any prerequisite course must be completed with a minimum grade of C.

## Course Offerings

Students pursuing a Certificate in Information Technology Help Desk may complete select courses for this program online. Courses within this program may also be offered on-site at our Dowagiac or Niles campus.

### Certificate Courses

Course ID	Course	Credits
BUSI 214	Business Communications	3 credits
ISYS 110	Intro to Computer Technology	3 credits
ISYS 201	IT Support	3 credits
ISYS 207	Managing and Maintaining PCs	4 credits
ISYS 271	Networking Essentials	3 credits
ISYS 281	Installing Windows Server	3 credits
ISYS 282	Linux	3 credits
ISYS 285	Network Security	3 credits

**Total Program Credits: 25**

## Additional Notes About the Certificate in Information Technology Help Desk Program

- A prerequisite course may be needed prior to enrollment in some courses within this program. Specific prerequisite requirements are listed in the Course Description section in the Course Catalog. A summary of the prerequisites is listed below in the Example Course Sequence.
- Courses taken out of sequence may delay a student's ability to complete the program in a timely manner. Please consult your advisor regularly.
- Each student should submit a graduation application at least one full semester before they plan to graduate.
- This program is subject to change. Students should consult with their advisor for program updates.

## Example Course Sequence

The following is a sample of a semester-by-semester approach to completing this program.

### FIRST SEMESTER

Courses	Credits	Prerequisites (Minimum Grade of C Required)
ISYS 201 IT Support	3 credits	None
ISYS 207 Managing and Maintaining PCs	4 credits	None
ISYS 271 Networking Essentials	3 credits	ISYS 207 (concurrent enrollment allowed)
ISYS 285 Network Security	3 credits	ISYS 271 (concurrent enrollment allowed)

### SECOND SEMESTER

Courses	Credits	Prerequisites (Minimum Grade of C Required)
BUSI 214 Business Communications	3 credits	ENGL 115, ENGL 103W, ENGL 103, ENGL 104, or English test score (Level 2 or higher); concurrent enrollment in ENGL 115 allowed
ISYS 110 Introduction to Computer Technology	3 credits	None
ISYS 281 Installing Windows Server	3 credits	ISYS 207 and ISYS 271
ISYS 282 Linux	3 credits	None