

IT-Desktop Support Technician Certificate



Upon completion of this certificate the student will meet the basic competencies and be prepared to take Microsoft exams to meet the requirements for Microsoft Certified Desktop Support Technician and partial requirements for the Microsoft Certified Systems Associate certificate.

Courses in this certificate require the use of a PC configured with the Microsoft Windows XP Professional operating system and Microsoft Office 2003 with Word, Excel, Access, PowerPoint, and Visio. If the student does not have access to this configuration, the coursework can be completed at the college campus in the IT computer labs.



Certificate Courses

10-154-125

IT Documents and Processes (2 credits)

10-154-145

End Using Training (3 credits)

10-154-155

Microcomputer Operating Systems (3 credits)

10-154-150

Application Software Support (3 credits)

10-801-195

Written Communications (3 credits)

OR

10-801-196

Oral/Interpersonal Communications (3 credits)

A minimum grade of a "C" is required in all classes.

For more information:

www.nicoletcollege.edu

Email: inquire@nicoletcollege.edu

715-365-4451 or 800-544-3039, ext 4451

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