



[CISYTHDCOA; CIP Code 11.0201]

Certificate of Achievement

This certificate program is designed to provide a foundation of software skills utilized in a help desk technician role. A Certificate of Achievement also allows working professionals the opportunity to obtain additional knowledge and skills while earning college credits.

Program Contact

Irena Skot, Associate Professor and
Coordinator, Computer Information Systems
and Digital Marketing
iskot@rcsj.edu

Technology Help Desk Support, COA

FIRST YEAR – Fall Semester

☐ CISM 101 Introduction to Computers	4
☐ CISM 119 Spreadsheets – Excel	4
☐ CISM 210 Relational Databases	4
☐ CISM 220 IT Help Desk/Technical Support	3
☐ ____ CISM Elective or ISCC 211 Internship Capstone	<u>3</u>
	18

TOTAL MINIMUM CREDITS: 18

Program Notes

This certificate of achievement stacks into the Computer Information Systems, A.S. program.

✦ Are you ready to get started
at RCSJ? Visit [RCSJ.edu/Enroll](https://www.rcsj.edu/Enroll)
and complete the interest form. ✦