

GOOGLE IT SUPPORT PROFESSIONAL - CERTIFICATE OF ACHIEVEMENT LEVEL 1

About the Program

San José City College offers a IT Support Certificate which is designed for and aligned to the Google IT Support Professional Certificate. Students who complete this certificate will be exposed to and become proficient in the IT Technical Support field. This certificate combines the necessary IT skills to make sound IT decisions, to troubleshoot and resolve IT-related issues. In this program, students will gain valuable professional skills in: customer service, trouble shooting, network protocols, cloud computing, windows operating system, Linux command line, systems administration, encryption algorithms and techniques.

A grade of "C" or better is required in all certificate courses.

For additional information, see a counselor, visit the Career/Transfer Center, or contact the following:

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Certificate Requirements

Course	Title	Credits
CIS 140	IT Technical Support Fundamentals	2
CIS 141	The Bits and Bytes of Computer Networking	2
CIS 142	Operating Systems and Becoming a Power User	2
CIS 143	System Administration and IT Infrastructure Services	3
CIS 144	IT Security: Defense Against the Digital Dark Arts	3

Course	Title	Credits
TOTAL UNITS		12