



Application & Desktop Support Specialist 2014-2015
Certificate of Achievement

Student Name: _____

SID: _____

Courses may be subject to prerequisites and minimum grade requirements. Check online at <http://bellevuecollege.edu/classes/All/>

PROGRAM REQUIREMENTS			REQUESTED SUBSTITUTION/TRANSFER CREDIT					
Course	Course Title	Credits	College/University	Course	Credits	Grade	Quarter	Year
CORE COURSEWORK (45 credits)								
BTS 165	Business Spreadsheet Analysis & Design	5						
BTS 168	Business Data Management Tools	5						
ENGL& 235	Technical Writing	5						
IT 101	Introduction to Information Technology	5						
MKTG 110	Client Customer Relations	5						
TECH 215	PC Analysis & Configuration I	5						
TECH 217	PC Analysis & Configuration II	5						
IT 128	Information Security Essentials	5						
Choose 5 credits from the following:		5						
IT 103	Networking Basics (5 Cr)							
NSCOM 201	Cisco Networking (5 Cr)							
TOTAL		45						

Please complete this form prior to meeting with the Program Chair for signature. Completed form must be submitted to the Evaluations/Graduation Office when applying for graduation.

Program Chair: _____

Date: _____

*Application & Desktop Support Specialist
2014-2015
Certificate of Achievement (continued)*

CERTIFICATE REQUIREMENTS

Must earn a cumulative GPA of 2.00 in all coursework taken at BC, and in all courses applied to the degree. Complete at least one-third of all the credits applicable toward the degree or certificate in residence at BC.

DESCRIPTION

The Application & Desktop Support Specialist certificate teaches skills used in entry-level positions in desktop support. Desktop support duties include the daily operation and support of computers across local area networks, application-level technical assistance to end-users and creation of written documentation. Technical classes in the certificate map to industry-standard certification tests from COMPTIA. Job titles include IT Specialist, Desktop Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, and Computer Specialist

Learning Outcomes

Certificate recipients should possess the skills and abilities described below:

- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary
- Install, configure and maintain client system software
- Install and configure end-user relevant Windows services and applications
- Assist end-users with basic software applications
- Create and maintain system documentation
- Demonstrate the appropriate use of communication skills and professionalism in the workplace

STAYING ON TRACK

Use Degree Audit to track your progress toward completion of this degree at <http://bellevuecollege.edu/degreeaudit/>

Please refer to <http://bellevuecollege.edu/programs/degrees/> for latest degree updates and further information.

GRADUATION APPLICATION

Students must apply for graduation. Submit your graduation application form two quarters prior to the expected graduation date and pay the application fee.

Application deadlines:

- Fall: June 1
- Winter: October 10
- Spring: December 10
- Summer: March 15

PROGRAM CONTACT INFORMATION

www.bellevuecollege.edu/classes/all/ *Application & Desktop Support Specialist*