BELLEVUE COLLEGE

Application & Desktop Support Specialist

Certificate of Achievement

STUDENT NAME		SID #	
PROGRAM CHAIR		DATE	

PROGRAM REQUIREMENTS			Requested Substitution/Transfer Credits (if applicable)					
Course	Course Title	CR	College/University	Course	CR	Grade	Quarter	Year
CORE COURSEWORK								
BTS 165	Business Spreadsheet Analysis & Design	5						
BTS 168	Business Data Management Tools	5						
CMST& 250	Organizational Communication	5						
ENGL& 101	English Composition I	5						
IT 101	Introduction to Information Technology	5						
IT 128	Information Security Essentials	5						
NSCOM 201	Cisco Networking I	5						
TECH 215	PC Analysis & Configuration I	5						
TECH 217	PC Analysis & Configuration II	5						
TOTAL		45						

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 & 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

FOR MOST UP-TO-DATE INFORMATION, GO TO:

www.bellevuecollege.edu/programs/degrees/proftech/nscom/#application_and_desktop_support_specialist

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