

*This certificate is offered at the Quad Cities Campus.*

The Computer Information Technology IT Support Technician Certificate prepares students for positions in computer support, maintenance, and repair of personal computers, systems and peripherals. The program develops technicians who can assume responsibility for hardware maintenance, and application support either on-site or in a help-desk role. Graduates will be capable of installing and deploying software and hardware, repairing/replacing PC components (storage, RAM, etc.), configuring basic network connectivity, supporting peripherals and performing routine maintenance. At the completion of the program, students will take the CompTIA A+ Certified Technician exam.

The program is rigorous. Students enrolling should already have basic computer skills including proficiency with word processing, spreadsheets, web applications, and file management. Prior experience with hardware and software is not required but will be an advantage.

Students who begin this program to continue their education may do so with the IT Support Technician Track AAS degree.

Opportunities for employment exist in commercial, business, and industrial environments. Typical positions include field service personnel, help desk, and computer system support staff.

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