

Network Services Technology

The Networking Services Technology program is for individuals interested in beginning or advancing a career in computer/network support. Computer and network support work involves installing, configuring, repairing, and managing computer and network hardware and software. It requires both hands-on skills and knowledge of theory and concepts. Because network technology is constantly changing and evolving, learning in this field never ends. The emphasis of the program is on teaching students a broad base of skills and knowledge in network and systems administration while also allowing the flexibility for students to pursue individual interests and specialties. With the ever-changing demands of the technology job market, this broad background and flexibility increases career opportunities available to graduates.

There are four options within this program:

- **Network Services Technology** A.S. or A.A.S. Degree
- **Information Technology Technician (Desktop Support)** Technical Certificate
- **Information Technology Management (Systems Administrator)** Technical Certificate

Students may choose to pursue an A.S. or A.A.S. degree and earn technical certificates while completing the requirements for the degree, or pursue one or more certificate programs to develop or upgrade their skills in a particular field. Contact an advisor or counselor to determine the career education path that is best for you.

Information Technology Technician (Desktop Support) (6145)

Technical Certificate

Desktop support work involves installing, configuring, repairing, and managing computer hardware and software, often in a networked environment. In this program, you gain the basic skills and knowledge required to work as an entry-level microcomputer technician or desktop support specialist.

Because many of the courses in this technical certificate are taught using certification materials, with additional study, you have the added opportunity of pursuing industry recognized certifications such as CompTIA's A+ Microcomputer Technician certification and Microsoft's Certified Professional (MCP) certification. You may also take advantage of credit-by-certification, gaining credit for equivalent certifications already attained.

All courses in this technical certificate are also included in the **Information Technology Management (Systems Administrator)** technical certificate and the **Networking Services Technology** A.S./A.A.S. degree. This means that you have the option of applying all the coursework completed in this program toward a more advanced technical certificate and an associate degree.

Career Opportunities, Rapid Placement

FCCJ is the regional resource for employers in every type of technology. Our partnerships with Cisco Systems, Dell, IBM, Microsoft, Oracle and Sun Microsystems provide career connections. An FCCJ intranet site posts jobs targeting our students. Graduates are regularly employed by CSX, JEA, Blue Cross Blue Shield, the City of Jacksonville, Medtronic, Mayo Clinic and other regional employers including the government and military.

Annual Salaries

There is a current need for about 100,000 IT desktop support specialists, and that demand should double over the next five years. Starting salaries for Jacksonville average \$32,000–35,000; the Florida average is \$36,784; and the national average is \$39,110.

Certification and Licensing

Upon completion of this program, students will be prepared to pursue industry recognized certifications such as CompTIA's A+ Microcomputer Technician certification and Microsoft's Certified Professional (MCP) certification.

Articulation

Students have the option of applying all the coursework completed in this program towards the **Information Technology Management (Systems Administrator)** technical certificate or the **Network Administrator** A.S./A.A.S. degree.

Cost

Estimated cost of tuition is \$1,394 (tuition rated for Florida residents, as of 07/07). Contact the program manager for additional costs (textbooks, materials, fees).

Need More Information? Contact:

Dave Langell, South Campus, 904.646.2313

More Information Online

Department of CIS and OST at South Campus

Curriculum

Course Number and Title	Credits
Professional Courses	
* CGS 1060 Introduction to Information Technology	3
<i>or</i> CGS 1100 Microcomputer Applications for Business and Economics	
CGS 1071 Network Technician Foundations	3
CGS 1824 Internet Foundations	3
CDA 1302 Hardware Configuration	3
CDA 1403 Software Configuration	3
CEN 1300 Microsoft Desktop Administration	3
CEN 1304 Microsoft Server Administration	3
Credit Hours	21
Total Credit Hours	21

***CGS 1570** may be substituted for **CGS 1060** or **CGS 1100**.

Please see the technical certificate **Graduation Requirements**.

© 2007 Florida Community College at Jacksonville
To request information, contact the Learner Support Center at info@fccj.edu or 904.646.2300.

Revised October 18, 2007