

Information Technology

Computer developers are the people who change our lives as much as the fellow who invented the wheel. Without developers, computers are useless. Applications developers design, write, test, and debug software programs. Systems developers oversee and integrate the work of applications developers and serve as technical advisors to systems analysts, application programmers, and operations personnel.

There are five options within this program:

- **Information Technology** A.S. Degree
- **Customer Support Specialist** Technical Certificate
- **Web Development Specialist** Technical Certificate
- **Database Development Specialist** Technical Certificate
- **Computer Programming Specialist** Technical Certificate

Students may choose to pursue the Information Technology 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.

Customer Support Specialist (6953)

Technical Certificate

Customer support operations are an important part of computer operations in almost every company and organization today. Customer Support Specialists provide technical support and business tool usage advice and guidance to other employees, vendors and business customers for computers, computer systems, software systems and peripheral equipment. These individuals troubleshoot and solve routine technical service and equipment problems by analyzing, identifying and diagnosing errors using established process and procedures. They document events using database systems and track resolution of problems. The Customer Support Specialist Technical Certificate gives students experience in computer hardware, software, technical support, problem solving, and customer service skills. This program puts you on the fast track for careers in customer support, help desk support, and operations and technical support.

Articulations

All courses in this certificate program apply to the **Information Technology** A.S. degree.

Cost

Estimated cost of tuition is \$1,660 (tuition rated for Florida residents, as of 7/07). Contact the program manager for additional costs (textbooks, materials, fees).

Need More Information? Contact:

Sheri Litt, Kent Campus, 904.381.3704

Rick Nelson, South Campus, 904.646.2061

More Information Online

Department of CIS and OST at South Campus

Curriculum

Course Number and Title	Credits
General Education	
CGS 1060 Introduction to Information Technology	3
CGS 1100 Microcomputer Applications for Business and Economics	3
CDA 1302 Hardware Configuration	3
CDA 1403 Software Configuration	3

CDA 2500	Computer Networks and Telecommunications	3
CGS 2542	Database Concepts for Microcomputers	3
COP 2822	Web Technologies	4
CIS 2401	Customer Support Operations	3
	Credit Hours	25
	Total Credit Hours	25

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

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To request information, contact the Learner Support Center at info@fccj.edu or 904.646.2300.

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