CNSE: TECHNICAL SUPPORT SPECIALIST, CERTIFICATE OF ACHIEVEMENT

To earn a Certificate of Achievement in CNSE: Technical Support Specialist, students must complete a minimum of 20-22 units. The Technical Support Specialist program offers training in the fundamentals of computer hardware, networking, and software applications. The program is oriented towards hands-on courses in order to prepare students for employment in the computer service and support industry. Computer support specialists provide technical assistance, support, and advice to customers and other users. This occupational group includes technical support specialists and help-desk technicians. In addition, this program could also serve as a starting point for certifications and/or degrees in computer science, computer networking, and computer information systems including professional certifications offered by Microsoft and Cisco.

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Course ID	Title	Units/Hours
Required Courses (14 units):		
CNSE M01	Networking Fundamentals	4
CNSE M05	Fundamentals of Computer Networking	4
CNSE M30	MS Windows Administration	3
CNSE M55	Linux Networking and System Administration	3
Units from List A		3-4
Units from List B		3-4
Total Units		**20-22**

Course ID	Title	Units/Hours
List A - Select and complete one course (3-4 units):		
CNSE M06	Cisco Fundamentals of IT Essentials: PC Hardware & Software	4
CNSE M105	AWS Cloud Foundations	3

Course ID	Title	Units/Hours
List B - Select and complete one course (3-4 units):		
CS M10A		4
CS M10J	Introduction to Computer Programming Using Java	4
CNSE M67	VMware vSphere Fundamentals	3
CNSE M82	Introduction to Network Security	3
CNSE M106	Cloud Architecture	3

Year 1		
Fall Semester		**Units/Hours**
CNSE M01	Networking Fundamentals	4
CNSE M05	Fundamentals of Computer Networking	4
	Units/Hours	**8**
Spring Semester		
CNSE M30	MS Windows Administration	3
CNSE M55	Linux Networking and System Administration	3
	Units/Hours	**6**
Year 2		
Fall Semester		
CNSE M06	Cisco Fundamentals of IT Essentials: PC Hardware & Software	4
CS M10A		4
CS M10J	Introduction to Computer Programming Using Java	4
CNSE M105	AWS Cloud Foundations	3
	Units/Hours	**15**
Spring Semester		
CNSE M67	VMware vSphere Fundamentals	3
CNSE M82	Introduction to Network Security	3
CNSE M106	Cloud Architecture	3
	Units/Hours	**9**
	Total Units/Hours	**38**

Upon successful completion of this program, students will be able to:

- provide varied type of advanced support in a Microsoft or Linux environment in a medium-size to enterprise size organization.