ENTERPRISE SUPPORT TECHNICIAN

Overview

Enterprise Support Technician Technical Certificate

Program Code: 40-150-CM

Learn real-world enterprise support skills including hardware and software installation and configuration, troubleshooting and problem resolution, customer support skills and the fundamentals of Cisco networking. Practice communication skills and problem-solving techniques, plus gain hands-on experience in service management applications.

The minimum required course grades and program grade point average (GPA) for students under this catalog are:

Core Courses = C
Program GPA = 2.0

Required Courses

Code	Title	Credits
Core Courses		
150-117	Introduction to Cisco Networks	3
Approved Substitute: 150-175		
150-121	Enterprise Clients	3
150-137	MS Server	3
631-183	IT Essentials	3
Total Credits		**12**