

**Program Information**

The Anoka Technical College Information Technology (IT) Support certificate program is 15-credits of coursework and it is designed to prepare graduates to successfully compete for entry-level positions in the IT field.

The program provides students with the basis to become an IT support professional in a help desk environment. This is an entry-level position, which involves technical support of end users. IT support professionals provide assistance to other employees within or outside of the organization with common IT problems and questions. IT Support professionals work with the ticketing system in the organization to ensure issues are escalated appropriately and resolved. The curriculum combines theoretical design instruction with hands-on implementation practice professionals.

The IT Support certificate Program builds the broad IT foundation needed to understand the terminology and methodologies of IT specialties in the workplace.

**Program Learning Outcomes**

By completing this program, students will achieve the following learning outcomes.

1. Apply critical thinking skills in the identification, analysis and resolution of information technology problems.
2. Exhibit interpersonal skills and a professional attitude while working in an information technology environment.
3. Clearly express ideas and information in written and spoken form.
4. Analyze, design and document system specifications to meet client needs.
5. Apply project management techniques to solve business problems.
6. Collaborate with a team to design and develop customer software-based solutions and integrate them into the user environment.

**Course Prerequisites**

None.

**Graduation Requirements**

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certificate must meet the cumulative grade point average (GPA) of 2.0 or higher.

**Transfer Opportunities**

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- [Minnesota Transfer](http://www.mntransfer.org/students/plan/s_agreements.php?numResults=25&archive=false&from_inst=70&from_prog=&to_inst=&Search=Search): (www.mntransfer.org/students/plan/s\_agreements.php?numResults=25&archive=false&from\_inst=70&from\_prog=&to\_inst=&Search=Search)
- [Anoka Technical College transfer student](http://www.anokatech.edu/BecomeStudent/Transfers.aspx): (www.anokatech.edu/BecomeStudent/Transfers.aspx)

**Industry Information**

The graduate will have a broad base of foundations knowledge from the common core courses that span areas of IT.

**Wages/Outlook/Advancement**

Wage information is available from the [Minnesota Department of Employment and Economic Development](https://mn.gov/deed/job-seekers/job-outlook/) (https://mn.gov/deed/job-seekers/job-outlook/).

**Technical Education: 15 Credits**

<input type="checkbox"/>	BDAT 1005	Data Analysis Fundamentals .....	2
<input type="checkbox"/>	ITEC 1003	Networking Fundamentals.....	2
<input type="checkbox"/>	ITEC 1016	Web Development Technologies .....	4
<input type="checkbox"/>	ITEC 2100	Programming Logic & Design.....	4
<input type="checkbox"/>	TLIT 1005	Technology Fundamentals .....	3

*Also see AAS degrees and/or diplomas in: Business Data Analyst, Network Management and Security, Software Development, and Web Design & Development*

**Start Dates**

Fall Semester.....August, October  
Spring Semester.....January, March  
(Also multiple start options each semester.)

**Faculty Contact**

[Lisa Hubbard](mailto:Lisa.Hubbard@anokatech.edu) ..... 763-576-4085  
For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or [EnrollmentServices@anokatech.edu](mailto:EnrollmentServices@anokatech.edu)

**Sample Program Sequence**

Full Time

<b>1<sup>st</sup> YEAR</b>	<b>First Semester</b>	
	BDAT 1005 .....	2
	ITEC 1003.....	2
	ITEC 1016.....	4
	ITEC 2100 .....	4
	TLIT 1005 .....	3
<b>TOTAL .....</b>		<b>15</b>

