



EARLY COLLEGE➤PLUS➤

# IT SERVICE DESK SPECIALIST

## Certificate Program

### Students who complete this certificate will be able to:

- Demonstrate knowledge and skills that meet industry standards including the skill set necessary to earn Comp TIA A+ Certification;
- Upgrade, maintain, and install software applications with emphasis on problem-solving and user support; and
- Use technical writing skills in a professional setting.

**Students who complete the IT Service Desk Specialist certificate can apply those courses to the Information Technology (A.S.) program.**

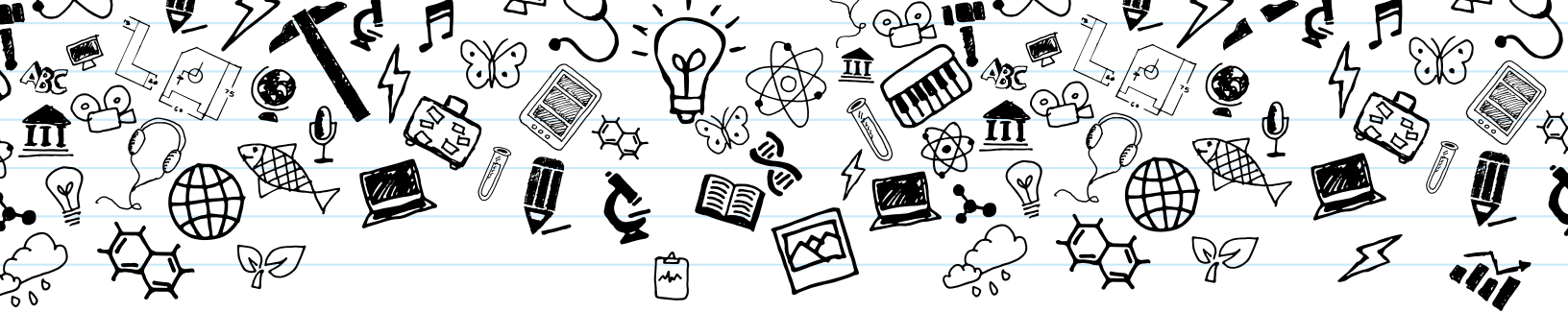
	<i>Recommended Pre-coursework</i>	Fall '22 Semester	Spring '23 Semester
Early College Semester Map	CIS-1100 Introduction to Computer Science	INT-1050 Dimensions of Self & Society	ENG-2135 Technical Writing & Research
	INT-1050 Dimensions of Self & Society	ENG-1061 English Composition	CIS-2360 Computer User Support*
		CIS-1100 Intro to Computer Science	CIS-2120 Concepts of Local Area Networks*
		CIS-1350 Desktop Operating Systems*	CIS-2245 Concepts of Computer Security*
		CIS-2110 Concepts of PC Hardware*	<i>(Optional A+ certification workshop)</i>
Semester Credits		16 (or fewer with pre-coursework)	12
Cumulative Credits		16	28**

\*Course with prerequisites that can be completed concurrently. Please consult catalog for more information.

\*\*Early College students are required to maintain full-time status (12 or more credits per semester.)

This is a suggested pathway. Students will work with their CCV advisor and school counselor to determine appropriate courses necessary for high school graduation or degree progression.

Learn more about CCV's programs at [ccv.edu/explore](https://ccv.edu/explore)



# Introducing, **EARLY COLLEGE > PLUS <**

Early College Plus is a **FREE** year of college **PLUS** a **\$1,000 stipend**. If you're a member of the Vermont high school class of 2023, and plan to pursue one of five certificate programs at CCV during your Early College year, you're eligible for an extra \$1,000. You'll also get specialized academic and career advising.

## What are the certificate programs?

- Childcare
- Cybersecurity Fundamentals
- Digital Media Production
- Graphic Design
- IT Service Desk Specialist

## How can the stipend be used?

- Books
- Transportation
- Food
- ...and more

Students considering **Early College Plus** are strongly encouraged to complete 3-6 college credits from **Dual Enrollment** or **Fast Forward** courses prior to enrolling. ART 1210 is a prerequisite course for the Graphic Design certificate and is recommended prior to enrolling in the Digital Media Production certificate.



*Early College Plus is generously sponsored by the Vermont Community Foundation, which aims to expand access to promising jobs and help the Vermont high school class of 2023 chart and start their career training.*

Visit [ccv.edu/apply](https://ccv.edu/apply) to get started!

CCV is committed to non-discrimination in its learning and working environments for all persons. All educational and employment opportunities at CCV are offered without regard to race, creed, color, national origin, marital status, sex, sexual orientation, gender identity, veteran status, or any other category protected by law. CCV is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

