

# Computer Help Desk Specialist

Certificate Program 2012-2013

Program Requirements.....	18
Additional Requirements.....	12
<b>TOTAL CREDITS.....</b>	<b>30</b>

## PROGRAM INFORMATION:

Computer Networking certificates focus on the development of job- or career-specific skills in a short-term, concentrated format. Many courses may apply toward the Associate in Science degree in Computer Networking. For additional information, visit our Web site at <http://www.AnokaRamsey.edu>.

## PROGRAM GOALS:

By completing this certificate, students will achieve the following learning goals:

1. Design and develop secure voice, video, and data networks.
2. Implement and configure networked devices.
3. Demonstrate the skills necessary to administer and monitor networks.
4. Exhibit mastery of problem-solving skills to troubleshoot existing and emerging technologies.
5. Function as responsible and ethical network administrators for organizations and society.

## APPLICATION:

To receive this certificate, submit a Certificate Application to the Records and Registration Office. Applications are available in Academic Advising Services, or the Records and Registration Offices on either campus.

## DEVELOPMENTAL COURSES:

Some students may need preparatory courses in the area of English, mathematics, or typing/keyboarding. Courses numbered below 1000 will not apply toward this certificate.

## COMPLETION REQUIREMENTS:

- A minimum of 12 semester credits must be completed at Anoka-Ramsey Community College.
- A cumulative GPA of 2.0 or above is required to complete this certificate.
- A minimum grade of C must be earned in all program requirements.
- All program requirements must be completed at Anoka-Ramsey Community College.
- Due to the dynamic nature of the computer networking industry, students are not able to sell back CNET course materials to the bookstore.
- Courses must be completed within 3 years. Students may petition to extend the window beyond the 3 years.
- All course requirements must be complete before a certificate will be awarded.

## Program Requirements: 18 credits

<input type="checkbox"/>	BUS 1112*	Computer Concepts & Applications .....	3
<input type="checkbox"/>	CNET 1101	PC Troubleshooting, Maintenance & Repair .....	2
<input type="checkbox"/>	CNET 1115	IT & Data Assurance .....	3
<input type="checkbox"/>	CNET 2101	Data Telecommunications & Computer Networks ...	3
<input type="checkbox"/>	CNET 2105	Security Awareness & Policies .....	1
<input type="checkbox"/>	CNET 2112	Desktop Operating Systems .....	3
<input type="checkbox"/>	CNET 2113*	Network Operating Systems.....	3

## Additional Requirements ..... 12 credits

<input type="checkbox"/>	BUS 1103	Human Relations in the Workplace.....	3
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**Electives:**

Select a minimum of 9 credits from the following:

<input type="checkbox"/>	BUS 1108	Business Math .....	3
<input type="checkbox"/>	BUS 1113*	Computer Applications II: Integrated Processes ....	3
<input type="checkbox"/>	BUS 1122	Business Ethics and Social Issues .....	3
<input type="checkbox"/>	BUS 1180	Developing Web Pages .....	3
<input type="checkbox"/>	BUS 2215	Legal Environment of Business.....	3
<input type="checkbox"/>	BUS 2244	Principles of Management.....	4
<input type="checkbox"/>	CNET 2114	Fundamentals of Linux/UNIX .....	3
<input type="checkbox"/>	CNET 2125*	System Virtualization .....	2
<input type="checkbox"/>	CNET 2205	Fundamentals of Wireless LANs .....	3
<input type="checkbox"/>	CNET 2215*	Managing Network Security.....	3
<input type="checkbox"/>	CNET 2297*	Field Experience & Seminar.....	1-4
<input type="checkbox"/>	CNET 2320*	Unified Communications/VoIP .....	3
<input type="checkbox"/>	CSCI 1101*	Intro to Computer Sci. Problem-Solving.....	3
<input type="checkbox"/>	CSCI 1106*	Fundamentals of Computer Science I.....	4
<input type="checkbox"/>	CSCI 1107*	Fundamentals of Computer Science II .....	4

For more information about our program graduation rates, the median debt of students who completed the program, and other important information, please visit our Web Site at <http://anokaramsey.edu/classes/Certificates/CompHelpDeskSpecCert.aspx> and click on the "Gainful Employment Disclosure Report" link at the bottom of the page.

\* Course has a prerequisite. Prerequisites are listed on the course schedule and in the ARCC Catalog Course Descriptions pages.

NOTE: The requirements of this program are subject to change without notice. You are encouraged to contact an academic advisor, Cambridge Campus 763-433-1840 or Coon Rapids Campus 763-433-1240, for course planning assistance and information about transfer credit evaluation.

