

Desktop Support Certificate

Why should I major in Desktop Support?

Do you enjoy working with computer hardware and operating systems? Do you have fun solving problems and working in teams? A career in Desktop Support may be what you are looking for. The area of study within this degree includes level 1 or help desk support, hardware and operating system support.



What type of degree will I earn at Iowa Western if I enroll in this program?

Graduates of Desktop Support earn a Certificate of Completion. Other degree options in similar fields of study include earning an Associate of Applied Science (AAS) degree in Application and Web Programming, or Network and System Administration; or an Associate of Arts (AA) degree in Computer Science or Computer Science – MIS; or an Associate of General Studies (AGS) degree in Computer Studies.

If I major in Desktop Support, can I transfer to a four-year college or university?

The certificate is awarded after completing 30 credit hours of prescribed coursework. Some classes may transfer. Students must work closely with their advisor from Iowa Western and also their advisor from the transfer university while they attend IWCC to ensure that any credits will transfer and the proper sequence of courses is met for their individual situation.

What is the job outlook for Desktop Support graduates and what type of jobs will I be qualified for?

The job market for graduates of this program is stable, and individuals with soft-skills are in demand. These position will be entry level.

Program of Study

The Desktop Support Certificate program of study prepares students for careers in support of computer users. Students are able to install and manage computer hardware and operating systems. Graduates of this program are awarded a certificate.

* Students must complete the curriculum described below:

RECOMMENDED COURSE SEQUENCE

First Semester		Cr.
BCA 105	Introduction to Information Technology	3
NET 142	Network Essentials OR	3
NET 217	CCNA Exploration 1	
NET 790	PC Support I	3
NET 785	Fundamentals of Desktop Support	3
NET 402	LINUX Network Administration	3
		15
Second Semester		Cr.
SPC 122	Interpersonal Communication	3
CSC 110	Introduction to Computers	3
NET 791	PC Support II	3
CIS 780	Computer Projects	3
NET 313	Windows Server	3
		15

30 semester hours required

**For More Information,
contact the Admissions Office:
712.325.3277 or 800.432.5852, ext. 3277
or the Program Chair at 712.325.3271
www.iwcc.edu**