# IT Service Desk Technician (BP/EP) Occupational Certificate

## Semester Sequence

Completion of this award may require taking courses at both campuses. For more information, please contact your faculty program advisor.

**Prerequisite Knowledge:** A student seeking this award should have qualifying assessment scores on the math, reading, writing, computer literacy, and keyboarding placement tests as identified by individual course prerequisites.

### First Semester

| | | |
|---|---|---|
| CCDS1000 | How to Succeed in College | 1 |
| ITEC1000 | Information Systems | 3 |
| ITEC1080 | Microsoft Productivity Apps 1 | 3 |
| ITEC1095 | Microsoft 365 | 2 |
| ITEC1102 | PC Operating Systems | 3 |
| ITEC2675 | A+ Hardware Support | 3 |

**Total Credits  15**

### Second Semester

| | | |
|---|---|---|
| ITEC1005 | Computer Security Awareness | 3 |
| ITEC1105 | Network Admin 1 | 4 |
| ITEC2065 | Help Desk/User Support | 3 |
| ITEC2075 | IT Career Readiness | 2 |
| ITEC2680 | A+ Software Support | 3 |

**Total Credits  15**

### Graduation (30 Credits)

Semester listings reflect the recommended sequence. Due to circumstances beyond our control, the information herein is subject to change without notice. This listing is to be used strictly as an advising tool.

3/13/2024 : BP 2123 / EP 2124

**Hennepin Technical College**

hennepintech.edu
952-995-1300

Brooklyn Park Campus
9000 Brooklyn Boulevard
Brooklyn Park, 55445

Eden Prairie Campus
13100 College View Drive
Eden Prairie, MN 55347

MINNESOTA STATE

HTC is an affirmative action, equal opportunity educator and employer.  This document is available in alternative formats to individuals with disabilities, consumers with hearing or speech disabilities may contact us via their preferred Telecommunications Relay Service.

Hennepin Technical College,
a member of Minnesota State