

Help Desk and IT Support Specialist, SD (2025-26 Catalog)

Placement in English and/or Mathematics must first be determined by official transcripts and/or placement testing. Developmental education courses are only taken if needed based on a student's placement; these courses would be in addition to the courses outlined below. Developmental education courses may extend the timeline to degree completion.

Transferring credits into NCC: Official transcripts are required; awarded credit will appear in Workday's Academic Progress.

	complete	Course #	Course Title	Credits	Prerequisites / Corequisites
Semester 1	<input type="checkbox"/>	COLS101	College Success	1	Exempt: COLS150 or 12+ transfer credits & 2.0 GPA
	<input type="checkbox"/>	CISC136	PC Support & Troubleshooting	4	
	<input type="checkbox"/>	CISC137	Introduction to Networking Hardware	4	
	<input type="checkbox"/>	CISC105	Desktop Operating Systems	4	
			Total Semester Credits:	13	
Semester 2	<input type="checkbox"/>	CISC180	Introduction to Network Security	4	PRE: CISC131 or CISC137
	<input type="checkbox"/>	CISC265	Windows Server Administration	4	PRE: CISC 105
	<input type="checkbox"/>	CISC286	Linux Administration	4	PRE: CISC 105
			Total Semester Credits:	12	
			Total Degree Credits	25	

Program Notes:

1-year certificate program. Stackable with Networking & Systems AAS.

***It is the student's responsibility to be knowledgeable of NCC graduation requirements and, if applicable, to verify transfer requirements with the 4-year institution. Courses listed on the program map are based upon the assumption that prerequisites and courses taken in previous semesters will be successfully completed.**

