

Computer Service Technician Certificate (CST)

This two-semester certificate program prepares students for careers diagnosing and repairing common computer related malfunctions and installing PC equipment and peripheral systems. Because communication skills are essential for computer technicians and support specialists, it also focuses on enhancing teamwork and written and verbal communication skills. Successful completion prepares the student for the Comp TIA A+ certification exam. This program also allows students to segue into other sophisticated and advanced computer technology programs, including Cisco (CCNA and CCNP), Network Security, Voice and Data Communications and Linux, and others.

| Number | Suggested Course Order | Cr | Semester | Grade | Prerequisites/Notes |
|--------------------------|---|-----------|-----------------|--------------|---|
| BUS113 | Business Etiquette and Protocol | 3 | | | ENG100, RDG100, or placement |
| CET101 | Computer Technology I: Operating Systems | 3 | | | Prerequisites: RDG100 or placement, CIS127 Note: This course is only offered at the Leominster Campus |
| ENG101 | English Composition I | 3 | | | ENG100, RDG100, or placement |
| PSY143 | Group Dynamics | 3 | | | ENG100, RDG100, or placement |
| BUS125 | Communication for Business & Industry | 3 | | | ENG100, RDG100, or placement. |
| CET102 | Computer Technology II: Hardware Systems | 3 | | | Prerequisite: CET101 Note: This course is only offered at the Leominster Campus |
| MAT126 | Topics in Mathematics | 3 | | | MAT120 or placement |
| MGT210 | Principles of Management | 3 | | | ENG100, RDG100 placement |
| Total: 24 credits | | | | | |

Technical Standards for CST

**For general information about technical standards and accommodation, see page 65.*

Students entering this program must be able to demonstrate the ability to:

1. Comprehend textbook material at the 11th grade level.
2. Communicate and assimilate information either in spoken, printed, signed, or computer voice format.
3. Gather, analyze, and draw conclusions from data.
4. Write at a college level as evidenced by completion of ENG100 or placement into ENG101.
5. Read and proof printed text from a computer screen, with or without corrective adaptive devices.
6. Exhibit social skills appropriate to professional interactions.
7. Perceive, interpret, and use graphic images in their entirety from a computer screen.

Campus/format: This program can be completed during the day or evening at the Leominster Campus. Two courses required for this certificate are only offered at the Leominster Campus: CET101 Computer Technology I: Operating Systems and CET102 Computer Technology II: Hardware Systems.

Transfer options: This program prepares students for immediate career entry.

Special requirements: Technical standards must be met with or without accommodations.

Career options: PC technical support specialists, computer operator, help-desk worker.

Earning potential: \$45,615 to \$61,922 per year.