



**HELP DESK SPECIALIST
THREE SEMESTER TECHNICAL CERTIFICATE OF CREDIT**

MAJOR CODE: HD41

REQUIRED CREDIT HOURS: 27

CIP Code:47.0104

Program Description: The Help Desk Specialist program teaches how to maintain and troubleshoot computer hardware and software and be a support person to handle calls from customers.

Number	Course Name	Credit Hours	Prerequisites/Corequisites
Technical Courses			
CIST 1001	Computer Concepts	4	Pre-req: Program Admission
CIST 1122	Hardware Installation and Maintenance	4	Pre-req: COMP1000, CIST1001, (CIST1130 or CIST1135)
Select one of the following courses:			
CIST 1130	Operating Systems Concepts	3	Pre-req: Program Admission
CIST 1135	Operating Systems and Virtual / Cloud Computing	4	Pre-req: Program Admission
CIST 1401	Computer Networking Fundamentals	4	Pre-req: Program Admission
CIST 2127	Comprehensive Word Processing Techniques	3	Pre-req: COMP1000, CIST1001
CIST 2128	Comprehensive Spreadsheet Techniques	3	Pre-req: COMP1000, CIST1001
CIST 2130	Desktop Support Concepts	3	Pre-req: CIST1122, CIST2127, CIST2128
COMP 1000	Introduction to Computer Literacy	3	Pre-req: READ0097 or equivalent test score

NOTES: Course descriptions are available in the college catalog which can be found online at <https://www.gptc.edu/catalog>. The curriculum is subject to modification to meet changing conditions.

Estimated Costs

Cost Item	#	Cost
Total Credits (\$89/credit) and Course Fees	27	\$2,488
Semester Fees (\$378/semester)	3	\$1,134
Books and Materials		\$1,326
Total Estimated Cost		\$4,948

NOTES: Credit cost assumes 15 or less credits per semester and both the credit cost and fees can change over time (see <http://www.gptc.edu/index.html> for latest tuition rate and fees). Books and materials are priced at current rates for new books from the college bookstore.

Gainful Employment Information: No gainful employment information available for this program.

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Georgia Piedmont Technical College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Associate of Applied Science degrees, diplomas and technical certificates of credit. Contact the [Commission on Colleges](#) at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Georgia Piedmont Technical College.The Commission should be contacted only if there is evidence that appears to support Georgia Piedmont Technical College's significant non-compliance with Commission requirements or standards. Inquiries related to normal and ongoing College operations such as admission requirements, financial aid, programs, etc., should be addressed directly to Georgia Piedmont Technical College and not to the Commission on Colleges.