Computer Desktop Support and Network Administration
(4IT-DMSN, 3IT-DSMN, 4IT-NW-C, 5IT-ANW, 3IT-NW-C, 6IT-CORE)

Fast Facts About the Program
Type: Technical
Duration: Occupational Certificate - One term, Certificate of Technology - Three terms, Associate of Applied Science - Four terms

Program Information
Are you interested in the way things work? Have you always wanted to build your own computer? If so, San Jacinto College’s desktop support program can provide you with the skills to become a desktop and laptop computer hardware and software support expert. Our program teaches students to install, maintain, repair, replace, and upgrade computers to set you on course for a fulfilling career in the always booming tech industry.

The San Jacinto College’s network administration program:

- Provides students with the skills necessary to work as computer network service technicians, with an emphasis placed on installing and maintaining network
- Is designed to provide the student with skills in desktop computer hardware and software support
- Teaches students to install, maintain, repair, replace and upgrade desktop computers
- Prepares you for industry certifications such as A+, Net+, Security+, and Microsoft Office Specialist (MOS), Microsoft Certified Professional (MCP), Certified Cisco Network Associate (CCNA)

Career Opportunities
The Associate of Arts in Life Science is an excellent entry point into future studies leading to careers that include:

- Desktop Support Specialist
- Helpdesk Support
- PC Technician
- MS Network Administrator
- Network Technician
- Network Administrator
- Server Administrator
- Network Operations Specialist

For More Information
Call Center: 281-998-6150
General Email: information@sjcd.edu

San Jacinto College North
5800 Uvalde Road
Houston, TX 77049
Contact: 281-998-6150, ext. 7242

San Jacinto College Central
8060 Spencer Hwy.
Pasadena, TX 77505
Contact: 281-476-1836

San Jacinto College South
13735 Beamer Road
Houston, TX 77089
Contact: 281-998-6150, ext. 3502

An equal opportunity institution

Revised 1/2015
Core Computer Information Technology (6IT-CORE)

<table>
<thead>
<tr>
<th>Occupational Certificate</th>
<th>First Term</th>
<th>Credit</th>
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<tbody>
<tr>
<td>ITSC 1305 Introduction to PC Operating Systems</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>ITSC 1309 Integrated Software Applications</td>
<td>3</td>
<td></td>
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<tr>
<td>ITSC 1325 Personal Computer Hardware</td>
<td>3</td>
<td></td>
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<tr>
<td>ITNW 1325 Fundamentals of Networking Technologies or ITCC 1301 Cisco Exploration I Network Fundamentals</td>
<td>3</td>
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<tr>
<td>ITSE 1329 Programming Logic and Design or ITSE 1331 Introduction to Visual Basic Programming</td>
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<tr>
<td>ITSW 1307 Introduction to Database</td>
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</table>

| Occupational Certificate Total | 18 |

Capstone Experience: ITSW 1307

Desktop Support and Microsoft Network Administration (4IT-DSMN)

<table>
<thead>
<tr>
<th>Certificate of Technology</th>
<th>First Term</th>
<th>Credit</th>
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| Subtotal | 12 |

Second Term | Credit |
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<tbody>
<tr>
<td>ITSC 1325 Personal Computer Hardware</td>
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<tr>
<td>ITNW 1354 Implementing and Supporting Servers</td>
<td>3</td>
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<tr>
<td>ITSC 2339 Personal Computer Help Desk Support or ITNW 1313 Computer Virtualization</td>
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<td>ITSW 1307 Introduction to Database</td>
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| Subtotal | 12 |

Third Term | Credit |
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<tbody>
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<td>ITNW 2354 Internet/Intranet Server</td>
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<tr>
<td>ITSY 1342 Information Technology Security</td>
<td>3</td>
</tr>
<tr>
<td>ITSC 1321 Intermediate PC Operating Systems</td>
<td>3</td>
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<tr>
<td>ITSC 2364 Practicum (or Field Experience) - Computer and Information Sciences, General or Approved Elective</td>
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| Subtotal | 12 |

Certificate of Technology Total | 36 |

Capstone Experience: ITSC 2364 or ITNW 2354

<table>
<thead>
<tr>
<th>Approved Electives</th>
<th>First Term</th>
<th>Credit</th>
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<tbody>
<tr>
<td>CPMT 2302</td>
<td>EECT 1307</td>
<td>EECT 1304</td>
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<tr>
<td>IMED 1345</td>
<td>ITSE 1308</td>
<td>ITSE 1391</td>
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<td>ITSC 1307</td>
<td>ITSC 1319</td>
<td>ITSC 2321</td>
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<td>ITSE 1307</td>
<td>ITSE 1345</td>
<td>ITSE 1391</td>
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<td>ITSY 2300</td>
<td>ITSW 2334</td>
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Note: For complete program descriptions, please refer to the San Jacinto Community College District Catalog online at www.sanjac.edu/catalog.
Second Term
ITCC 1404 Cisco Exploration 2 - Routing Protocols and Concepts ....4
ITSC 1321 Intermediate PC Operating Systems .........................3
ITNW 1354 Implementing and Supporting Servers ......................3
ITSW 1307 Introduction to Database ..................................3

Subtotal 13

Third Term
ITCC 2408 Cisco Exploration 3 - LAN Switching and Wireless ....4
ITCC 2410 Cisco Exploration 4 - Accessing the WAN ..............4

Approved Elective........................................................................3

Subtotal 11

Certificate of Technology Total 36

Capstone Experience: ITCC 2410

Advanced Networking (5IT-ANW)

Level 2 Certificate

First Term
ITSC 1305 Introduction to PC Operating Systems ....................3
ITSC 1309 Integrated Software Applications I ......................3
ITNW 1325 Fundamentals of Networking Technologies or
ITCC 1301 Cisco Exploration 1 - Network Fundamentals ....3
ITSE 1329 Programming Logic and Design or
ITSE 1331 Introduction to Visual Basic Programming ........3
ITSY 1342 Information Technology Security .........................3

Subtotal 15

Second Term
ITSC 1325 Personal Computer Hardware ................................3
ITNW 1354 Implementing and Supporting Servers .................3
ITSC 2339 Personal Computer Help Desk Support or
ITNW 1313 Computer Virtualization ..................................3
ITSW 1307 Introduction to Database ..................................3
ITSY 2300 Operating System Security ................................3

Subtotal 15

Third Term
ITNW 2354 Internet/Intranet Server ....................................3
ITSC 1321 Intermediate PC Operating Systems ....................3
ITSC 2364 Practicum (or Field Experience) - Computer and
Information Sciences, General or Approved Elective ...........3
ITSY 2301 Firewalls and Network Security ...........................3

Subtotal 12

Fourth Term
EECT 2337 Wireless Telephony Systems ..............................3
ITCC 1308 Introduction to Voice over Internet protocol (VoIP) ....3
ITNW 1345 Implementing Network Directory Services ............3
ITNW 1353 Supporting Network Server Infrastructure ............3

Approved Elective.......................................................................3

Subtotal 15

Level 2 Certificate Total 57

Capstone Experience: ITNW 1345

Approved Electives for the certificate are grouped into specialty blocks. Faculty will
counsel students to fill their two approved elective spots with the courses from a
single specialty block below:

Emerging Network Technologies:
CPMT 2302 and EECT 1307
CISCO Networking:
ITCC 1404 and ITCC 2048

Desktop and Networking:
ITSC 1307 and ITSE 1345
Info Tech Security (1):
ITSW 2341 and ITSY 2343
Info Tech Security (2):
ITSY 2342 and ITSY 2359

Network Administration CISCO Specialty
(3IT-NW-C)

Associate of Applied Science Degree

First Term
ITSC 1305 Introduction to PC Operating Systems ....................3
ITSC 1309 Integrated Software Applications I ......................3
ITSC 1325 Personal Computer Hardware ................................3
ITCC 1301 Cisco Exploration 1 - Network Fundamentals ........3

Subtotal 12

Second Term
ITCC 1404 Cisco Exploration 2 - Routing Protocols and Concepts ....4
ITSC 1321 Intermediate PC Operating Systems ....................3
ITSE 1329 Programming Logic and Design or
ITSE 1331 Introduction to Visual Basic Programming ........3
**MATH 1333 Contemporary Mathematics for Technical Programs or
MATH 1314 College Algebra or Science Elective .................3
Speech................................................................................3

Subtotal 16

Third Term
ITCC 2408 Cisco Exploration 3 - LAN Switching and Wireless ....4
ITSW 1307 Introduction to Database ..................................3
ITNW 1354 Implementing and Supporting Servers .................3
*Social and Behavioral Sciences ........................................3
ENGL 1301 Composition I ..............................................3

Subtotal 16

Fourth Term
ITCC 2410 Cisco Exploration 4 - Accessing the WAN ..............4
ITSY 1342 Information Technology Security .........................3
ENGL 2311 Technical and Business Writing or
ENGL 1302 Composition II ...........................................3
*Humanities or Fine Arts.....................................................3
ITSC 2364 Practicum (or Field Experience) - Computer and
Information Sciences, General or Approved Elective ...........3

Subtotal 16

Associate of Applied Science Degree Total 60

Capstone Experience: ITSC 2364 or ITCC 2410

* Courses which satisfy this requirement are listed in the Humanities and Fine Arts, and Social and
Behavioral Sciences sections of the Transfer Core Curriculum.
** Students must be Texas Success Initiative (TSI) complete in order to graduate: Math Level 9

Approved Electives:
CPMT 2302 ITNW 1392 ITSC 2337 EECT 1307
ITSC 1307 ITSE 1307 EECT 2337 ITSC 1319
ITSE 1331 ITCC 1308 ITSC 1321 ITSE 1345
ITNW 1345 ITSC 1391 ITSE 1391 INTW 1353
ITSC 2321 ITSW 2334

Science Electives for General Education Core:
BIOL 1308/1108 BIOL 1309/1109 BIOL 1313/1111
BIOL 1313/1113 CHEM 1305/1105 CHEM 1311/1111
GEOL 1303/1103

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