



IT HELP DESK PROFESSIONAL

Computer Support Specialist

Federal Financial Aid available for those who qualify.

LOCATION	TIME	DAYS	TERM	CLOCK HOURS	FEE*
School of Career Education Main Campus, 2100 E. Alessandro Blvd., Riverside, CA 92508	8:00 a.m. – 4:30 p.m.	T-F*	20 weeks	600	\$10,400
Don F. Kenny Regional Learning Center, Branch Campus, 47-336 Oasis Street, Indio, CA 92201	8:00 a.m. – 4:30 p.m.	T-F*	20 weeks	600	\$10,400

*Program fee DOES NOT include enrollment prerequisites, program requirements, or required materials except for testing fees.

*Schedules and fees are subject to change without notice. *Internship portion of the program will take place Monday - Friday

WHAT POSITIONS I MIGHT HAVE?

- IT Specialist
- Desktop Support Technician
- Computer user Support Specialist
- Network Operations Analyst
- IT Infrastructure Support

COURSE DESCRIPTION:

This course is designed to train and prepare students for entry-level employment as a Computer User or Network Support Specialist. Students will be equipped with the essential skills and industry-recognized certifications needed for success in the dynamic world of IT support. This is a comprehensive program built upon **CompTIA certifications**. Students will be proficient in the fundamentals of information technology providing the foundation of technology essentials. In this program students will receive instruction and virtual and hands-on lab time. The program is outlined with four major components:

- **CompTIA Tech+:** Gain a foundation in IT concepts, ensuring a comprehensive understanding of technology essentials.
- **CompTIA A+:** Dive into hardware and software essentials, problem-solving, and fundamental OT operational roles, preparing for the globally recognized **CompTIA A+** certification.
- **CompTIA Network+:** Explore the intricacies of networking, covering key topics such as design, implementation, management, and troubleshooting network related scenarios culminating in the prestigious **CompTIA Network+** certification.
- **Internship:** Apply the learned knowledge in a practical real-world setting through an internship, gaining hands-on experience in IT support and networking.
- Students will be prepared and take the following certification exams: **CompTIA A+** (a two-part exam) and **CompTIA Network+**

MEAN 2024 WAGES*

	HOURLY	ANNUALLY
CALIFORNIA	\$39.60	\$82,365
INLAND EMPIRE	\$33.89	\$70,497

*Data based upon Occupation Employment Statistics (OES) Survey Results for General Office Clerical in California: www.labormarketinfo.edd.ca.gov

Completion, Placement, and Licensure available on website at www.riversidesce.org

ADMISSION REQUIREMENTS:

- Official high school or equivalent transcript.
- Completion of required assessment test.
- Current government-issued photo ID.
- Social security card or right to work documentation.

PROGRAM REQUIREMENTS:

- Maintain a minimum 76% grade-point average and a 93% attendance rate.
- Internet access
- Fingerprinting and background check may be required.

INCLUDED IN THE COST OF PROGRAM FEES:

- Dell Laptop and Laptop Bag
- Online learning platform
- Two-uniform style polo shirts
- Internship included in-program
- CompTIA A+ Core 1 and Core 2 exams
- CompTIA Network+ exam