



Desktop Support

Support your future!

Love helping people with technology?

The Desktop Support program is designed to prepare students to support teams on everything from software to networks. The classes focus on the development of knowledge and skills in computer, network, and security technologies. In addition, the program develops the interpersonal skills needed to be successful within service/technical support. Students who complete this program may seek employment in a variety of environments such as entry-level computer maintenance, help desk, and network technician jobs.

This program prepares students for the following certification(s):

- CompTIA A+
- CompTIA Network+
- Linux Essentials
- Microsoft 365 Certified: Modern Desktop Administrator Associate

To Enroll in our IT Programs

www.phoenixcollege.edu/iti

To Customize IT Training Solutions for Employees

Contact: Maria Reyes
Dean of Industry &
Public Service

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MARICOPA
COMMUNITY COLLEGES

Phoenix College
IT INSTITUTE

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Certificates

CCL-5030N: Microsoft Desktop Associate (3 Credits)

- ☐ MST150WT: Installing and Configuring MS Windows 10

CCL-5043: Desktop Support (21 Credits)

- ☐ CIS105 Survey of Computer Information Systems
- ☐ CIS102DA: Customer User Support
- ☐ BPC170: A+ Exam Prep: Comp. Hardware Config/Suppt
- ☐ BPC171: Recycling Used Computer Technology
- ☐ BPC270: A+ Exam Prep: OS Configuration and Support
- ☐ CIS126DL: Linux Operating System
- ☐ CIS190: Introduction to Networking

Where should I start if I am new to IT?

- ☐ CIS105 Survey of Computer Info. Systems
- ☐ CIS133DA: Internet/Web Development Level I

Notes:

1. These programs are effective Fall 2020.
2. All Classes are 3 credits unless otherwise noted.