

Credentials Overview — IT Support Technician



Credential Options

Cost Details

A+ Certified/CompTIA

*recommended

CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles. Candidates are prepared to troubleshoot a wide variety of issues. Candidates should possess 9-12 months of hands-on experience in the field prior to attempting exams 1001 and 1002 to complete the certification requirements.

Completion Time: **12-18 months.**

Difficulty Level (Low, Moderate, High, Very High): **High.**

Exam:

- \$438.00 (\$219.00/exam)

Preparation:

- \$499.00 (Self-study resources)
- \$2,495.00 (ILT course, includes exam)

IT Fundamentals/CompTIA

Network+ ensures an IT professional has the knowledge and skills to design and implement functional networks, configure, manage, and maintain essential devices, and understands issues of different network configurations and issues. Candidates should possess the A+ Certification and 9-12 months of experience.

Completion Time: **6-12 months.**

Difficulty Level (Low, Moderate, High, Very High): **Moderate.**

Exam:

- \$199.00

Preparation:

- \$499.00 (Self-study resources)
- \$2,495.00 (ILT course, includes exam)

Google IT Support Professional/Google

This five-course certificate, developed by Google, includes innovative curriculum designed to prepare you for an entry-level role in IT support. A job in IT can mean in-person or remote help desk work in a small business or at a global company like Google. If you've been tinkering with IT or are new to the field, you're at the right place. The program is part of Grow with Google, a Google initiative to help create economic opportunities for all Americans. This certificate comes with a shareable Certificate

Completion Time: **6-12 months.**

Difficulty Level (Low, Moderate, High, Very High): **Moderate.**

Exam+Preparation

- \$39.00/month through Coursera



Credentials & Coursework — IT Support Technician

Higher Ed Coursework (Year 3)

Course	Description	Approx. Cost*
CIS 118 Intro. To PC Applications	This course introduces basic computer terminology, file management, and PC system components.	\$800
CNG 120 A+ Certification Prep.	Prepares students for the CompTIA A+ certification examination. PC hardware and operating system installation, configuration and troubleshooting are practiced and reviewed using A+ techniques.	\$800
CNG 124 Networking, I-Network+	Provides students with the knowledge necessary to understand, identify and perform necessary tasks involved in supporting a network.	\$800
CNG 132 Network Security Fundamentals	Delivers a comprehensive overview of security concepts, including general security concepts.	\$800
BUS 217 Business Communications	This course includes the fundamentals of business communication and an introduction to international communication.	\$800