

**Central Carolina Community College
Program Planning Guide**

**Computer Information Technology Credential:
Computer Hardware/Troubleshooting Repair Certificate C25260HT**

This certificate is designed for individuals interested in acquiring advanced technical skills and knowledge to maintain and repair personal computers. Students gain skills in selecting parts, upgrading, building, and configuring personal computers, and installing and configuring operating systems. Major topics include component identification, system configuration, memory, peripheral installation and configuration, device drivers, printers and communication devices, and troubleshooting and diagnostic techniques. Upon completion, students should be able to select appropriate computer equipment and software, upgrade/maintain existing equipment and software, and troubleshoot/repair non-functioning personal computers. This certificate is designed to prepare students for the A+ Certification Examinations offered by CompTIA (Certified Hardware Technician).

Graduates should qualify for employment in business, industry, and government organizations as entry-level PC technicians, helpdesk technicians, or any generalist computer technician.

Program Length: 2 semesters

Career Pathway Options: Associate in Computer Information Technology or Networking Technology

Program Sites: Lee Campus – Day and Night Programs

Course Requirements for Hardware/Troubleshooting Certificate

Course No.	Course Name	C-L-SHC
*CIS 110	Introduction to Computers	2-2-3
CTS 120	Hardware/Software Support	2-3-3
CTS 220	Advanced Hard/Software Support	2-3-3
NET 110	Networking Concepts	2-2-3
NOS 110	Operating System Concepts	2-3-3
Total Semester Hours Credit		14/15

*Students may substitute CIS 111 (nontransferable)