

Program Information

The Anoka Technical College Information Technology (IT) Support certificate program is 15-credits of coursework and it is designed to prepare graduates to successfully compete for entry-level positions in the IT field.

The program provides students with the basis to become an IT support professional in a help desk environment. This is an entry-level position, which involves technical support of end users. IT support professionals provide assistance to other employees within or outside of the organization with common IT problems and questions. IT Support professionals work with the ticketing system in the organization to ensure issues are escalated appropriately and resolved. The curriculum combines theoretical design instruction with hands-on implementation practice professionals.

The IT Support certificate Program builds the broad IT foundation needed to understand the terminology and methodologies of IT specialties in the workplace.

Program Learning Outcomes

1. Apply critical thinking skills in the identification, analysis and resolution of information technology problems.
2. Exhibit interpersonal skills and a professional attitude while working in an information technology environment.
3. Clearly express ideas and information in written and spoken form.
4. Analyze, design and document system specifications to meet client needs.
5. Apply project management techniques to solve business problems.
6. Collaborate with a team to design and develop customer software-based solutions and integrate them into the user environment.

Industry and Career Outlook

The graduate will have a broad base of foundations knowledge from the common core courses that span areas of IT.

Wage information is available from the [Minnesota Department of Employment and Economic Development](#).

Program Start Dates

Fall Semester.....August, October
 Spring Semester January, March

Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

Program Sequence

First Semester	15
<input type="checkbox"/> BDAT 1005 Data Analysis Fundamentals.....	2
<input type="checkbox"/> ITEC 1003 Networking Fundamentals.....	2
<input type="checkbox"/> ITEC 1011 Programming Logic & Design.....	4
<input type="checkbox"/> ITEC 1016 Web Programming Technologies	4
<input type="checkbox"/> TLIT 1005 Technology Fundamentals	3

Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

Faculty Contact

[Lisa Hubbard](#) 763-576-4085
 For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or EnrollmentServices@anokatech.edu

Also see AAS degrees and/or diplomas in: Business Data Analyst, Network Management and Security, Software Development, and Web Design & Development



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