IT Support Analyst

Credentials – AAB Associate of Applied Business
Careers and Job Titles

- [Computer User Support Specialists](#)
- [Computer Network Support Specialists](#)
- Computer Systems Analysts
- Network and Computer Systems Administrators
- Help Desk Technicians
- IT Specialist
- Desktop Support Technicians
- IT Support Specialists
- Support Leads
- IT Support Technicians
- Technical Support Specialist
- Field Service Technicians

How do I get there?

       [Click Here](#) for our program requirements.

What will I learn?

• Principles of IT&CS	• Network + and Network Essentials
• IT Support Fundamentals I, II	• Supporting Client Operating Systems
• Operating Systems: Skills and Techniques	• Programming Logic
• Managing Computer Hardware	• SQL Programming and Database Design
• Managing Computer Software	• IT Project Management
• Security Awareness	• IT&CS Capstone
• Microsoft Excel Skills & Techniques	• Cloud Computing

What Certifications can I earn?

- Google IT Support Professional Certificate when completing ITIS 1027, 1028, and 1030.
- CompTIA Network + after taking ITON 1205, and preparing for and taking the exam
- CompTIA A+ after taking ITIS 1050 and ITIS 1051, and preparing for and taking the exam

What is the typical entry level education?
Entry requirements vary for IT support analysts. Helpdesk support positions typically require the completion of college IT certificates or associate's degree or relevant IT industry certifications (CompTIA A+, Network+, Security+). Some larger companies may also require a bachelor's degree.

What will I do? Computer support specialists assist computer users and organizations. These specialists either maintain computer networks or provide technical help directly to computer users.

Questions? Contact Sue Baker 440.525.7265 sbaker@lakelandcc.edu

Lakeland
COMMUNITY COLLEGE
INFORMATION TECHNOLOGY
AND COMPUTER SCIENCE