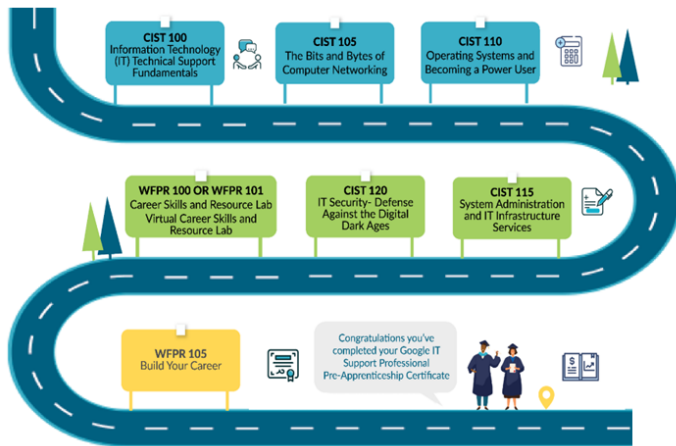


# GOOGLE IT SUPPORT PROFESSIONAL PRE- APPRENTICESHIP



## Certificate of Completion

Program #3P43318

The Google IT Support Professional Pre-Apprenticeship certificate is designed for and aligned with Google's IT Support certificate. Students who complete this certificate will be exposed to and become proficient in the IT Technical Support field. This certificate combines the necessary IT skills to make sound IT decisions, to troubleshoot and resolve IT-related issues. Students will gain valuable professional skills in customer service, trouble shooting, network protocols, cloud computing, windows operating system, Linux command line, systems administration, encryption algorithms and techniques. The certificate prepares students for entry into a formal apprenticeship program and/or other entry-level jobs as an IT/ Computer Support Specialist.

To earn a certificate, students complete the required and elective courses as listed with a grade of P (pass). The exception is for WFPR 100 Career Skills and Resource Lab and/or WFPR 101 Virtual Career Skills and Resource Lab courses. If those courses are required or listed as an elective, students will not receive a grade and instead must complete at least 36 hours in either WFPR 100 Career Skills and Resource Lab or WFPR 101 Virtual Career Skills and Resource Lab. For programs/ courses that allow credit for prior learning, at least 75% of all course work must be completed at North Orange Continuing Education. (Contact the CTE Office to learn more about which courses offer credit for prior learning).

Code	Title	Hours
<b>Required Core Courses (354 Hours)</b>		
CIST 100	Information Technology (IT) Technical Support Fundamentals	54
CIST 105	The Bits and Bytes of Computer Networking	54
CIST 110	Operating Systems and Becoming a Power User	54
CIST 115	System Administration and IT Infrastructure Services	72

CIST 120	IT Security: Defense Against the Digital Dark Ages	72
WFPR 105	Build Your Career	12
WFPR 100 or WFPR 101	Career Skills and Resource Lab Virtual Career Skills and Resource Lab	36
<b>Total Hours</b>		<b>354</b>

## Plan of Study

### First Year

First Semester	Hours	Second Semester	Hours
CIST 100		54 CIST 115	72
CIST 105		54 CIST 120	72
CIST 110		54 WFPR 100 or 101	36
WFPR 105		12	
		<b>174</b>	<b>180</b>

**Total Hours 354**

## List of Courses

### CIST 100

#### Information Technology (IT) Technical Support Fundamentals

This course is the first of a series that aims to prepare students for a role as an entry-level IT Support Specialist. Students will be introduced to the world of Information Technology. Topics include: computer hardware, Internet and security, managing computer software, networking and security, understanding/installing operating systems, troubleshooting, and customer service. (Apportionment)

### CIST 105

#### The Bits and Bytes of Computer Networking

**Prerequisite(s):** CIST 100 Information Technology (IT) Technical Support Fundamentals.

This course is part of a series that aims to prepare students for a role as an entry-level IT Support Specialist. In this course, students will learn a full overview of Computer Networking. Topics include: the fundamentals of modern networking technologies and protocols, and overview of the cloud, practical applications, and network troubleshooting. (Apportionment)

### CIST 110

#### Operating Systems and Becoming a Power User

**Prerequisite(s):** CIST 105 The Bits and Bytes of Computer Networking.

This course is part of a series that aims to prepare students for a role as an entry-level IT Support Specialist. In this course, students will learn about the main components of an operating system (Windows, Linux, OS, etc.) and how to perform critical tasks like managing software and users and configuring hardware. (Apportionment)

### CIST 115

#### System Administration and IT Infrastructure Services

**Prerequisite(s):** CIST 110 Operating Systems and Becoming a Power User.

This course is part of a series that aims to prepare students for a role as an entry-level IT Support Specialist. Students will learn infrastructure services that keep organizations up and running, typical cloud infrastructure setups, how to use industry tools to manage computers, user information, and user productivity. (Apportionment)

## **CIST 120**

### **IT Security: Defense Against the Digital Dark Ages**

**Prerequisite(s):** CIST 115 System Administration and IT Infrastructure Service.

This course is part of a series that aims to prepare students for a role as an entry-level IT Support Specialist. Students will learn about IT security concepts, tools, and best practices. (*Apportionment*)

## **WFPR 100**

**18-180 Hours**

### **Career Skills and Resource Lab**

Free, flexible scheduling to complete and receive help on homework and training on computer, industry related and employability skills. (*Apportionment*)

## **WFPR 101**

**36 Hours**

### **Virtual Career Skills and Resource Lab**

Lab designed for online students to have access to seminars, assistance, and resources related to Career Technical Education and/or employment skills. (*Apportionment*)