

## **HELP DESK SUPPORT (CERT) PROGRAM STUDENT LEARNING OUTCOMES**

Upon successful completion of the Help Desk Certificate, the graduate will be able to:

1. Apply critical thinking and problem solving skills that are required by employers to support help desk functions.
2. Demonstrate the knowledge and ability to install, configure and troubleshoot end user computing systems.
3. Demonstrate the knowledge of basic theory, techniques, terminology and applications used to support a desktop computing environment.
4. Demonstrate knowledge of business concepts and human relationship skills necessary to support a helpdesk operation.
5. Communicate effectively and efficiently using both verbal and written communication tools.