

## GOOGLE IT SUPPORT

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### Certificate of Completion

The Google IT Support Certificate develops proficiency with basic information technology skills. This program prepares the student for entry-level career positions and transition to a credit certificate or degree program requiring computer troubleshooting, networking, and security skills. Possible careers include, but are not limited to: database administrator, IT specialist, tech support specialist, systems analyst, network engineer, help desk technician, IT support specialist, IT technician, computer user specialist, and IT assistant.

### Program Learning Outcomes

Upon successful completion of this program a student will be able to:

- Provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging.
- Perform day-to-day