

COMPUTER HARDWARE SUPPORT CERTIFICATE

Certificate
99-931-3

This certificate program provides the extensive hands-on training with hardware, software, and operating systems needed to keep PC-based systems operational and functioning at peak efficiency. These courses provide the basic knowledge, attitudes, skills, and habits needed to guide and implement the systematic enhancement of PC based systems as the technology continues to evolve. Students will learn to: assemble/disassemble a complete PC; diagnose and repair hardware/software problems; install and configure PC hardware; resolve memory conflicts; install, configure, optimize and troubleshoot hardware, software and operating systems.

Participants must complete BTC's program admission process for certain certificates.

Prerequisite: Must be admitted in the Computer Service Technician Program.

View the entire course listing (<http://catalog.blackhawk.edu/courses>).

Course	Title	Credits
Semester 1		
631-100	Microcomputer Fundamentals	3
631-101	PC Software Fundamentals	3
450-315	Customer Service Fundamentals	2
631-102	PC Peripherals and Troubleshooting	3
450-316	Microcomputer Software Service	2
450-317	Troubleshooting Microcomputers	2
	Credits	15
	Total Credits	15

** Participants must complete BTC's program admission process for certain certificates. Pre-requisite: Must be registered in the Computer Service Technician Program.*