CERTIFICATE IN IT TECHNICIAN: COMPUTER RETAIL SALES AND SUPPORT

The IT Technician: Computer Retail Sales and Support Certificate of Achievement is the first stage of the IT Technician Pathway program designed to help you navigate your way from an entry-level job to working as an in-demand, well-paid IT Technician. The IT Sales Pathway is one possible career track for students interested in working as front-line employees handling customer requests and solving problems.

Entry into this pathway begins with retail salesperson and customer service representative occupations. Students completing this certificate will be equipped with the skills determined by employers as necessary for an entry level IT (information technology) sales position such as retail salespersons, customer service representatives, or sales representatives, technical and scientific products.

Learning Outcomes

Certificate of Achievement Level Student Learning Outcomes

Students completing the IT Technician: Computer Retail Sales and Support Certificate of Achievement will:

1. Demonstrate knowledge and skills in various areas of IT (information technology) to pass CompTIA A+ certification exam.
2. Demonstrate the knowledge, and skills needed to obtain an entry-level position in Computer Retail Sales or another related field of customer service.
3. Demonstrate knowledge of customer service, basic computer issues, and basic electronics.
4. Demonstrate the ability to effectively communicate, both verbally and in writing.

Requirements

Code	Title	Units
Required courses:		
BUS 130	Introduction to Business	3
BUS 152	Business Communications	3
BUS 172	Human Resources Management	3
ITIS 104	Information Technology	4
ITIS 115	Computer Information Systems	3.5
ITIS 130	Microcomputer Applications I	4
Total Units		**20.5**

Curriculum Map

1-Year Curriculum Map Example

This map represents one possible pathway through the program and is only for reference.

*It is highly recommended that you make an appointment (https://www.citruscollege.edu/stdntsrv/counsel/Pages/ApptSchedule.aspx) to create a customized education plan that fits your needs.

Note: Substitute ENGL 101E (5 units) may be needed based on placement.

Course	Title	Units
Fall Term 1		
ITIS 104	Information Technology	4
BUS 172	Human Resources Management	3
ENGL 101 or ENGL 101H	Reading and Composition or Reading and Composition - Honors	4
	Units	**11**
Winter Term 1		
ITIS 130	Microcomputer Applications I	4
	Units	**4**
Spring Term 1		
BUS 152	Business Communications	3
BUS 130	Introduction to Business	3
ITIS 115	Computer Information Systems	3.5
ITIS 107	Network Technology	4
	Units	**13.5**
	Total Units	**28.5**

Career Information

Career Opportunities

There are a variety of careers you can do with this major.

To explore more about this major, schedule an appointment (https://www.citruscollege.edu/stdntsrv/ctcenter/Pages/ApptSchedule.aspx) with a career counselor.