



# Information Technology Service Agent

## A Technical Certificate Program

### PROGRAM DESCRIPTION

The Information Technology Service Agent (ITSA) certificate program is designed to provide training and skills vital to the service desk arena. The ITSA program prepares individuals with the skills needed for immediate entrance into the workforce.

### PROGRAM ARTICULATION

All courses in the Information Technology Service Agent certificate program will articulate into the Associate of Applied Science degree program in General Technology.

### APPLICATION PROCEDURE

A student desiring to enroll in the technical certificate program in Information Technology Service Agent must:

1. Submit the Northeast State Application for Admission to the Office of Admissions and Records.
2. Indicate Information Technology Service Agent certificate as the desired major on the Northeast State application form.
3. See a faculty advisor from the Computer Information Technology program prior to registering for classes.

### TYPICAL PROGRAM OF STUDY

Course No.	Course Title	Credit
FALL		
CITC 1302	Introduction to Networking	3
CITC 1320	A+ Hardware & Software	3
ENGL 1010	English Composition I	3
INFS 1010	Computer Applications	3
MATH 1530	Introductory Statistics	3
SPRING		
CITC 1303	Database Concepts	3
CITC 1330	Microsoft Desktop OS	3
CITC 2332	User Support/Help Desk	3
COMM 2055	Argumentation and Debate	3
CITC Elective	Select one of the following:	
CITC 1351	Principles of Information Assurance	3
CITC 2320	Windows Server Administration	3
CITC 2326	Network Security	3
CTIC 2363	Internet/Intranet Firewalls and E-Commerce Systems	3
CITC 2199	CO-OP/Internship I in Computer Information Technology	3
EDUC 1030	College and Lifelong Learning	3
HUM 2350	Technology in Society	3
Total Credit Hours		30

Students must complete all learning support deficiencies in English, reading, and mathematics or have appropriate entrance scores.

## TYPICAL JOB OPPORTUNITIES:

Information Service Center Agent  
EPIC Team member  
Call Center Agent

## PROGRAM COMPETENCIES

1. Installation, maintenance, repair, troubleshooting, and connectivity of computers and networks. Topics include the internal components of a computer, installing an operating system, troubleshooting using system tools and diagnostic software, connecting to a network, implementing security best practices on a workstation, and peripheral setup and troubleshooting.
2. Data modeling, database design concepts, tables and queries, and other database objects using the tools provided in a relational DBMS.
3. Working knowledge of spreadsheets, electronic communication, presentation graphics, and online database searching.
4. Understand the role of computer technology in support of business processes and procedures. Concepts include computer user support, customer service, troubleshooting, common support problems, help desk operation and management, common help desk tools and practices, and basic hardware and software installation and maintenance.
5. Microsoft Desktop Operating Systems knowledge and skills necessary to install, manage and troubleshoot computers running current Microsoft desktop operating systems.

## FOR FURTHER INFORMATION CONTACT:

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Northeast State Community College is part of the Tennessee Board of Regents system, Tennessee's largest higher education system, governing 40 post-secondary educational institutions with over 200 teaching locations. The TBR system includes 13 two-year colleges, 27 colleges of applied technology, and TN eCampus, providing programs to students across the state, country, and world.

Northeast State Community College does not discriminate on the basis of race, color, religion, creed, ethnic or national origin, sex, disability, age status as a protected veteran or any other class protected by Federal or State laws and regulations and by Tennessee Board of Regents policies with respect to employment, programs, and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Linda W. Calvert, Vice President for Institutional Advancement and Culture, AffAct@NortheastState.edu, P.O. Box 246, Blountville, TN 37617-0246, 423.323.0222.

Northeast State Community College's policy on nondiscrimination can be found at <https://apps.northeaststate.edu/ie/policymanual/pol.asp?p=254>.

Northeast State Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award the associate degree. Northeast State also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Northeast State Community College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website ([www.sacscoc.org](http://www.sacscoc.org)).