The Information Technology Support program provides students with knowledge and skills needed to deploy, troubleshoot and support stand-alone and networked computing systems and technology. Courses are designed to provide both technical and soft skills needed to work with colleagues and customers. The program is designed to prepare students for a professional career in the computer technology field. Students will learn problem solving techniques for solutions to practical computer-related issues; skills in computing technology support similar to that in a helpdesk environment; the soft skills needed to interact with and support a diversity of customers; the ability to diagnose problems and walk customers through resolving these issues; skills in helping customers with computer-related issues; and supporting/repairing computer equipment and training others in using computing technology.

**Degrees & Certificates Offered (Wabash Valley Region):**
- Associate of Applied Science (AAS)
- Technical Certificate (TC)

**Typical Careers:**
- IT Support Technicians
- Support Service Provider
- Help Desk Specialist
- Computer Support Service Representative
- Customer/Technical Support Specialist
- Workstation Support Technicians
- Technical Support Specialist

**POINTS OF PRIDE**
- Student receive hands-on training with industry standard hardware and software.
- Students have the opportunity to earn industry certificates.
- 90% pass rate on Testout Certifications for A+ and Security+.
- Only Microsoft IT Academy within 75 miles.
- Linux Administration training.
- Relevant training for today's computer and informatics environment - i.e. database design, IT customer support, enterprise computer, mobile/wireless computer support and help desk technology and software.
- Internship opportunities available with local organizations.

**CONTACT INFORMATION**
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Certificate programs in this program are considered by the U.S. Department of Education to be "Gainful Employment" programs. Information about program length, cost, loan debt, graduates, and related occupations can be found at http://www.IvyTech.edu/academics/gainful-employment.html.