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.

**Points of Pride**
- Ivy Tech is the only designated Microsoft and Cisco Academy in the Wabash Valley
- Students achieve a pass rate well above the national average on industrial certifications
- Hands-on training in real world IT environment utilizing state-of-the-art equipment
- Training in both Microsoft and Linux administration
- Training for today’s information technology environment (i.e. criminal, medical, and accounting fields)

**Degrees & Certificates Offered (Terre Haute Campus):**
- Associate of Applied Science (AAS)
- Technical Certificate (TC)
- Certificate (CT)
  - IT Help Desk
  - IT Support

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

**Contact Information**
Melanie Hurst - Department Chair
Email: mhurst9@IvyTech.edu
Phone: 812-298-2353
Office: H222A