

IT Support Analyst

Credentials – AAB Associate of Applied Business

Careers and Job Titles

- [Computer User Support Specialists](#)
- [Computer Network Support Specialists](#)
- Computer Systems Analysts
- Network and Computer Systems Administrators
- Help Desk Technicians
- IT Specialist
- Desktop Support Technicians
- IT Support Specialists
- Support Leads
- IT Support Technicians
- Technical Support Specialist
- Field Service Technicians

How do I get there?

[Click Here](#) for our program requirements.

What will I learn?

- Principles of IT&CS
- IT Support Fundamentals I, II
- Operating Systems: Skills and Techniques
- Managing and Optimizing PCs
- Security Awareness
- Microsoft Excel Skills and Techniques
- Network+ and Network Essentials
- Supporting Client Operating Systems
- Programming Logic
- SQL Programming and Database Design
- Help Desk Concepts and Management

Typical entry level education – Depends on the company - large companies may require a bachelor's degree and some require a degree in computer and information technology.

What will I do? Computer support specialists assist computer users and organizations. These specialists either maintain computer networks or provide technical help directly to computer users.

Questions? Contact Sue Baker 440.525.7265 sbaker@lakelandcc.edu

