Help Desk Support Professional (XDH) – Information Technology Science Pathway
Certification Training • Corporate and Professional Education Division

Course Number	Course Title	CPL into this Program	CPL into Credit Program
INF106	CyberSafe		
INF307	CompTIA IT Fundamentals		
INF306	Service Desk and Support Analyst		
INF300	CompTIA A+ Certification		X

Program Notes
- ITA eligible
- WTFP eligible
- Day, evening, or weekend program

Campus Information
- Danvers and Lynn campuses

Additional Requirements
- High school diploma or equivalent is recommended.
- Basic knowledge of the computer, computer concepts, and keyboarding is needed.

How to Register
Students must pay in full for each course at the time registration.

Ways to Register

By Phone – Call (978) 236-1200 with Visa, MasterCard, or Discover card number between 9:00 - 5:00 Monday through Friday

Online – If you have taken any course at NSCC within the last two years, you can register and pay through CAMPUS PIPELINE

By Mail – Send a completed registration form along with payment to: North Shore Community College, Enrollment & Records Office, 1 Ferncroft Road, Danvers, MA 01923

By Fax – Fax a completed registration form with Visa, MasterCard, or Discover card number to (978) 762-4015

In Person – Visit the Lynn or Danvers Enrollment Center with your completed registration form along with payment: Visa, MasterCard, Discover card, check, or money order

Advising Notes
- This program is intended upon completion to prepare a student to take the CyberSecurity, CompTIA IT Fundamentals and CompTIA A+ Certification Exams. Upon scoring high enough on this exam, students are eligible for entry level employment as a help desk support technician. certification.comptia.org/certifications
- If you have interest in continuing your education in information technology, contact a STEM and education pathway advisor to learn about additional educational opportunities at NSCC.
- This program is designed upon completion to be eligible to use credit for prior learning from this program to save time and money on the Computer Networking Certificate.
- Contact CAS for more information on course equivalences and next steps you need to take to begin the next program. www.northshore.edu/cas/credit/alternative_studies.html

LABOR MARKET OUTLOOK* **masscis.intocareers.org**

Median Level Wages:	$41,940 - $60,090
10 Year Projected Growth:	
	United States: 12.8%
*Data from Massachusetts	Massachusetts: 9.9%
Career Information Systems	Metro North: 11.0%

Congratulations on Completing the Program!

X Center for Alternative Studies & Educational Testing (CAS) – Course competencies and prerequisites may be fulfilled through Credit for Prior Learning (CPL). **Visit www.northshore.edu/cas** for more information.