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
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INF106 | CyberSafe |  |  
INF307 | CompTIA IT Fundamentals |  |  
INF306 | Service Desk and Support Analyst |  |  
INF300 | CompTIA A+ Certification | X |  

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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

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.

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

*Data from Massachusetts Career Information Systems

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.