INFORMATION TECHNOLOGY
IvyTech.edu/information-technology-support

OVERVIEW
The Information Technology Support (ITSP) program teaches students the knowledge and skills needed to build and maintain computing systems and their technology. It is designed to prepare students for a professional career in the computer technology field. This program walks through tearing down and rebuilding computers. It also has students work with customer support software and takes them through project management. This program is loaded with hands-on labs and the ability to receive necessary certifications. Students will also learn the skills needed to work with and support a wide range of customers. They will learn how to diagnose computer related issues and walk customers through resolving those issues.

TWO-YEAR PROGRAM OPTIONS
ASSOCIATE OF APPLIED SCIENCE (ON CAMPUS OR ONLINE)
(60 credit hours = 4 semesters)
The Associate of Applied Science (AAS) degree in Information Technology Support will give you the knowledge and skills for career entry or advancement in a current job. Associate of Applied Science degree programs are two-year programs that prepare students for careers, career changes and career advancement. Students who need to take longer to complete the degree because of job or family obligations can take the program over a longer period of time. AAS programs may also prepare students for transfer to four-year institutions. These programs offer education in recognized technical areas and specialties with emphasis on analysis, synthesis and evaluation. The program content, which is approximately 30% general education and 70% professional/technical, provides depth and breadth in conceptual and professional/technical skills. The general education courses equip students with the problem solving, communications, scientific and mathematical skills to compete successfully in the job market. Professional/technical courses equip students with the skills to obtain employment and to advance in the workforce.

ONE-YEAR OR LESS PROGRAM OPTIONS
CERTIFICATES OFFERED
IT Help Desk (22 credit hours = 2 semesters)
IT Help Desk - Online (22 credit hours = 2 semesters)
IT Support (24 credit hours = 2 semesters)
IT Support - Online (24 credit hours = 2 semesters)
TECHNICAL CERTIFICATES OFFERED
Information Technology Support (32 credit hours = 2-3 semesters)
Information Technology Support - Online (32 credit hours = 2-3 semesters)

FEATURED CAREER OPTION
COMPUTER USER SUPPORT SPECIALIST

384 annual job openings*
$33.55/hour median salary in Indiana*

*Data is specific to Indiana and taken from EMSI June 2018

Ready to get started?
APPLY NOW FOR FREE
at IvyTech.edu/ApplyNow

IF YOU’VE GOT QUESTIONS, WE’VE GOT ANSWERS.
Call our Answer Center at 888-IVY-LINE (888-489-5463), or get ahold of us at IvyTech.edu/chat. We’re ready to help you seven days a week, from 7 a.m. to 1 a.m. EST.

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 www.IvyTech.edu/academics/gainful-employment.html.