SINTE GLESKA UNIVERSITY
Institute of Technologies
COMPUTER TECHNOLOGY
HELP DESK SUPPORT
STATUS SHEET

NAME:	**ID NUMBER:**
ADDRESS:	**PHONE:**
EMAIL:	**UPDATED:**

SHORT-TERM CERTIFICATE
HELP DESK SUPPORT

COURSE NUMBER & TITLE			**HR. YR. GRADE**	**NOTES:**
___CT	101	Basic Troubleshooting	3	_____
___OE	102	Customer Service	3	_____
___CT	110	On Site Training/Help Desk Support	3	_____

TOTAL REQUIRED HOURS FOR HELP DESK SUPORT SHORT-TERM CERTIFICATE: **9**

ORGINIAL DRAFT CREATED 2/19
4/19
5/19