Awards

ASSOCIATE DEGREES:

IT/Network Administration (A25590A)
IT/Database Management (A25590B)
IT/Computer Programming & Development (A25590C)
IT/Digital Media Technology (A25590D)
IT/Cybersecurity (A25590CY)
IT/Multimedia & Interactive Entertainment Technologist (A25590E)
IT/User Interface and Experience Design (A25590I)
IT/PC Support & Services (A25590P)
IT/Cloud Management (A25590U)

Length of Program: 5 Semesters
Prerequisite: High School Diploma, Placement Test Equivalent

CERTIFICATES:

IT/Java Programming Certificate (C25590C1)
IT/C# Programming Certificate (C25590C2)
IT/Database Programming Certificate (C25590C5)
IT/Digital Animation Certificate (C25590C7)
IT/Linux Certificate (C25590C10)
IT/Microsoft Networking Certificate (C25590C12)
IT/Python Programming Certificate (C25590C20)
IT/Cloud Management Certificate (C25590C29)

Length of Program: 3 Semesters
Prerequisite: High School Diploma, Placement Test Equivalent

CERTIFICATES:

IT/Digital Media Basics Certificate (C25590C4)
IT/Cisco Networking Certificate (C25590C8)
IT/Computer Technologies Certificate (C25590C9)
IT/Hardware and Software Certificate (C25590C11)
IT/Microsoft Desktop Support Certificate (C25590C13)
IT/Cyber Crime Fundamentals Certificate (C25590C15)
IT/Cyber Crime Analysis Certificate (C25590C16)
IT/Cyber Security Operations Certificate (C25590C17)
IT/Network Defense Specialist Certificate (C25590C21)
IT/Microsoft Office Specialist Excel & Access Certificate (C25590C22)
IT/Cisco Entry Networking Certificate (C25590C26)
IT/Audio and Video Editing Certificate (C25590C30)
IT/UI-UX Certificate (C25590C32)
IT/Computer Science Transfer Certificate (C25590C33)
IT/Digital Marketing Technology Certificate (C25590C34)
IT/Social Media Content Production Certificate (C25590C35)
IT/Business Intelligence Certificate (C25590C37)
IT/Artificial Intelligence Development Certificate (C25590C39)

Length of Program: 2 Semesters
Prerequisite: High School Diploma, Placement Test Equivalent

Awards

CERTIFICATES:

IT/Information Technology Basics Certificate (C25590C18)
IT/CompTIA Essentials Certificate (C25590C36)
IT/Support Technology Specialist Certificate (C25590C38)

Length of Program: 1 Semester
Prerequisite: High School Diploma, Placement Test Equivalent

HIGH SCHOOL CONNECTIONS CERTIFICATES:

IT/Digital Media Basics Certificate (C25590H2)
IT/Hardware and Software Certificate (C25590H3)
IT/Computer Technologies Certificate (C25590H4)
IT/Network Defense Specialist Certificate (C25590H5)
IT/Python Programming Certificate (C25590H8)
IT/Cisco Entry Networking Certificate (C25590H9)
IT/ Audio and Video Editing Certificate (C25590HC)
Computer Science Transfer Certificate (C25590HE)
IT/Microsoft Desktop Support Certificate (C25590HF)

Length of Program: 2 Semesters
Prerequisite: Placement Test Equivalent

Program Information Contact

Curriculum Chairperson
Monica Mason
(910) 678-7365
Advanced Technology Center, Room 154-D
masonm@faytechcc.edu
www.faytechcc.edu

FTCC
FAYETTEVILLE TECHNICAL
COMMUNITY COLLEGE

2201 Hull Road, P.O. Box 35236 • Fayetteville, NC 28303 • (910) 678-8400

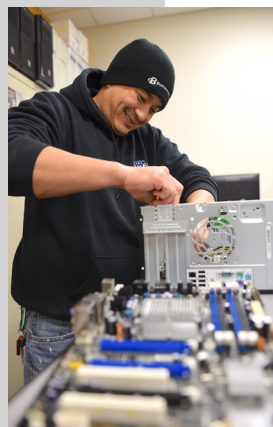# INFORMATION TECHNOLOGY/ PC SUPPORT & SERVICES

www.faytechcc.edu

Fayetteville Technical Community College

910-678-8400
P.O. Box 35236 • 2201 Hull Road
Fayetteville, NC 28303

An Equal Opportunity Employer

PROGRAM FACT SHEET
INFORMATION TECHNOLOGY/
PC SUPPORT & SERVICES
(A25590P)

The Information Technology (IT) curriculum prepares graduates for employment in the technology sector as designers, testers, support technicians, system administrators, developers, or programmers who use computer software and/ or hardware to design, process, implement, and manage information systems in specialties such as database services, security, business intelligence, healthcare informatics and others depending on the technical path selected within this curriculum.

Course work includes development of a student's ability to create, store, communicate, exchange and use information to solve technical issues related to information support and services, interactive media, network systems, programming and software development, information security and other emerging technologies based on the selected area of study.

Graduates should qualify for employment in entry-level positions with businesses, educational systems, and governmental agencies which rely on computer systems to design and manage information. The program will incorporate the competencies of industry-recognized certification exams.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
INFORMATION TECHNOLOGY/PC SUPPORT & SERVICES (A25590P)
Effective: Fall 2025
Revised: 01/14/25

Length: 5 Semesters
Prerequisite: High School Diploma, Placement Test Equivalent
Award: Associate in Applied Science

SEMESTER 1

Prefix	No.	Title	Class	Lab	Clinical	Credit
ACA	120	Career Assessment	1	0	0	1
or						
ACA	122	College Transfer Success	0	2	0	1
CIS	110	Introduction to Computers	2	2	0	3
or						
CIS	111	Basic PC Literacy	1	2	0	2
CTI	110	Web, Pgm, I DB Foundation	2	2	0	3
CTI	120	Network & Sec Foundation	2	2	0	3
ENG	110	Freshman Composition	3	0	0	3
or						
ENG	111	Writing and Inquiry	3	0	0	3
NOS	110	Operating Systems Con	2	3	0	3
		TOTALS	**10**	**9**	**0**	**15**

SEMESTER 2

Prefix	No.	Title	Class	Lab	Clinical	Credit
CTS	115	Info Sys Business Conc	3	0	0	3
CTS	120	Hardware/Software Sup	2	3	0	3
DBA	110	Database Concepts	2	3	0	3
MAT	143	Quantitative Literacy	2	2	0	3
or						
MAT	171	Precalculus Algebra	3	2	0	4
SEC	110	Security Concepts	2	2	0	3
		TOTALS	**11**	**10**	**0**	**15**

SEMESTER 3

Prefix	No.	Title	Class	Lab	Clinical	Credit
COM	120	Intro Interpersonal Com	3	0	0	3
or						
COM	231	Public Speaking	3	0	0	3
		Social/Behav Sci Elective	3	0	0	3
		TOTALS	**6**	**0**	**0**	**6**

SEMESTER 4

Prefix	No.	Title	Class	Lab	Clinical	Credit
CTI	141	Cloud & Storage Concepts	1	4	0	3
CTS	220	Adv Hard/Software Support	2	3	0	3
NET	110	Networking Concepts	2	2	0	3
or						
NET	125	Introductio to Networks	1	4	0	3
NOS	120	Linux/Unix Single User	2	2	0	3
		Humanities Fine Arts Elect	3	0	0	3
		TOTALS	**9**	**11**	**0**	**15**

SEMESTER 5

Prefix	No.	Title	Class	Lab	Clinical	Credit
CTS	155	Tech Support Functions	2	2	0	3
CTS	272	Desktop Support: Apps	2	2	0	3
CTS	289	System Support Project	1	4	0	3
NOS	230	Windows Administration I	2	2	0	3
		Major Elective	2	2	0	3
		TOTALS	**9**	**12**	**0**	**15**

TOTAL REQUIRED CREDITS...66

Work-Based Learning Option: Qualified students may elect to take up to three (3) credit hours of Work-Based Learning in lieu of a major elective provided they acquire approval from the Work-Based Learning Coordinator and the Department Chairperson.

*Note: Students **may not** take an introductory foreign language to fulfill the Humanities/Fine Arts requirement.

Refer to the FTCC website for the most current information.
Go to www.faytechcc.edu and click on College Catalog.

Other Important Information

Application Deadlines: The program only admits students in the fall semester. A student may enter at other times with approval of the Department Chairperson.

Scholarship/Title IV Financial Aid/VA Services: Scholarships/Title IV Financial Aid/Veteran's assistance may be available for associate degrees. Certificates and diplomas that fall under this program/area of study **may or may not be eligible** for Scholarship/Title IV Financial Aid/VA Services. Please contact the Financial Aid Office, Student Center, Room 2; Telephone (910) 678-8242. Veterans Services, General Classroom Building, Room 202, (910) 678-8580.