

2007-08 Catalog: Programs of Study

Network Support Services (Network Support Technician) (5670)

Workforce Certificate

A selective admission program

If you have experience or knowledge in the computer repair field, the Network Support Services program may be just right for you. The courses teach network and internetworking skills and offer related certifications.

Internships

This program requires an internship of 120 hours. You may fulfill this requirement by pursuing an internship of your choice, asking FCCJ to facilitate a placement or by working for the college.

Career Opportunities, Rapid Placement

FCCJ is the regional resource for employers in every type of technology. Our partnerships with Cisco Systems, Dell, IBM, Microsoft, Oracle and Sun Microsystems provide career connections. We offer an intranet site posting jobs targeting FCCJ students. Our graduates are regularly employed by CSX, JEA, Blue Cross Blue Shield, the city of Jacksonville, Medtronic, Mayo Clinic and other regional employers, including the government and military.

Annual Salaries

Annual salaries in this field can be up to \$61,000.

Cost

Estimated cost of tuition is \$2,037 (tuition rated for Florida residents, as of 7/06). Contact the program manager for additional costs (textbooks, materials, fees).

Note

Students seeking a certificate or degree should contact the advisor for more information. This program incorporates the skills and experience needed for many computer support careers. The program is designed for students seeking the necessary hands-on experience for entry level positions in the field of computer support. After completing the courses in this program the student can transfer to a college credit program.

Application Procedure

Network Support Services is a selective admission program. Applicants must have a high school diploma or GED diploma. An application for admission to the program must include the following:

1. A high school completion transcript or copy of GED test scores
2. One year of documented full-time experience in computer repair or A+ Certification

The Test of Adult Basic Education (TABE) is a major criterion in a student's completion of the program. Students who fail to meet the State of Florida's designated exit score will be required to complete the Vocational Preparatory Instruction (VPI). In order to complete the program successfully, students must achieve or surpass the designated exit score(s). See [Standards of Academic Progress](#).

Need More Information? Contact:

Curriculum

Course Number and Title		Contact Hours	Workforce Credits
Professional Courses			
*VPI 0100	Basic Reading Skills		
*VPI 0200	Basic Mathematical Skills		
*VPI 0300	Basic Language Skills		
EEV 0581	Desktop Network Operating Systems	60	2.00
EEV 0588C	Fiber, Voice and Data Cabling	60	2.00
EEV 0570	Cisco I	60	2.00
EEV 0580	Introduction to Networking	60	2.00
EEV 0571	Cisco II	60	2.00
EEV 0572	Cisco III	60	2.00
EEV 0599	Network+ Review	30	1.00
EEV 0585	Technical Support	60	2.00
EEV 0573	Cisco IV	60	2.00
EEV 0579	CCNA Review	30	1.00
EEV 0597	Security+	60	2.00
EEV 0574	Network Administration	60	2.00
EEV 0591	Building Scalable Networks	60	2.00
EEV 0943	Postsecondary Internship	30	1.00
EEV 0592	Building Remote Access Networks	60	2.00
EEV 0593	Building Multilayer Switched Networks	60	2.00
EEV 0594	Internetwork Troubleshooting	60	2.00
EEV 0595	BCMSN and CIT Certification Review	30	1.00
EEV 0558	Unix Fundamentals	60	2.00
EEV 0941	Internship	30	1.00
Total Contact Hours		1,050	35.00

*Students who have satisfactory test scores are not required to take these courses.

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To request information, contact the Learner Support Center at info@fccj.edu or 904.646.2300.

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