

Help Desk Specialist (HD41) Certificate eMap

This eMap, along with regular meetings with your program advisor and using DegreeWorks, will help you remain on track to finish your program as quickly as possible and graduate from Georgia Northwestern Technical College. This eMap is intended to be used when beginning the program in Fall semester. Starting the program in Spring or Summer semesters may alter the suggested courses or course availability. This pathway is based on the 2026-2027 academic year.



1 st set of suggested courses			
Course		Hours	Completed
COMP 1000	Introduction to Computer Literacy	3	☐
CIST 1001	Computer Concepts	4	☐
CIST xxxx	CIST Operating Systems Course (Recommended course: CIST 1135, Operating Systems and Virtual/ Cloud Computing)	4	☐

2 nd set of suggested courses			
Course		Hours	Completed
CIST 1122	Hardware Installation and Maintenance	4	☐
CIST 2130	Desktop Support Concepts	3	☐
CIST 2451	Introduction to Networks – CISCO	4	☐
CIST xxxx	CIST Elective	3	☐

CIST 2451 is the recommended course. Additional courses may be available to meet this requirement. See Course Catalog for more info.

Total Credit Hours: 25 Minimum Credit Hours Required to Complete Certificate

Help Desk Specialist Certificate Program Planning Notes:

- Courses for this program are offered at all campuses, however, availability of courses may vary by campus/semester.
- Chromebooks and Mac and Linux based computers are not compatible with programs.
- All CIST courses are valid for a period of 5 years after completion.
- COMP 1000 is valid for a period of 5 years after completion.
- CIST 1510 and CIST 2531 require an Adobe Creative Cloud subscription.
- The Program Advisor for HD41 is Julia Hopkins, jhopkins@gntc.edu.

Additional information for the Help Desk Specialist Certificate and program requirements can be found at [2026-2027 Catalog](#).