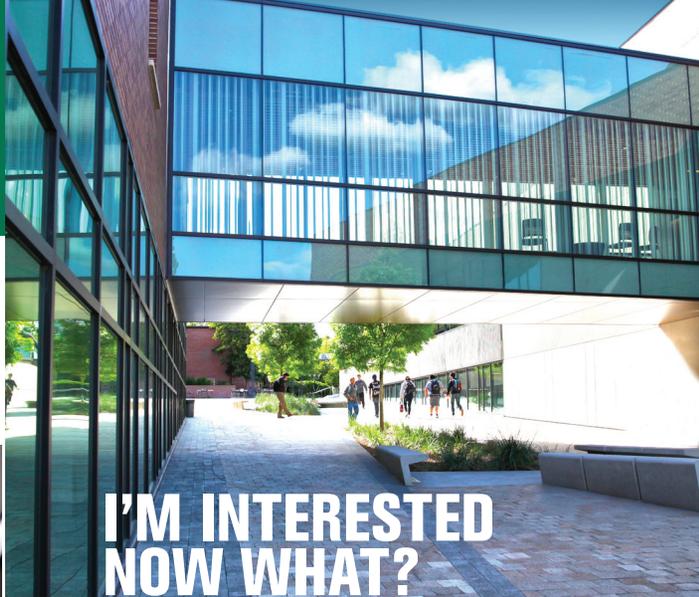


ARE THERE OTHER RELATED CERTIFICATE PROGRAMS AT DVC?

Diablo Valley College also has certificate programs in computer science, computer technical support, computer networking and art digital media.



**YOUR FUTURE
BEGINS
HERE!**



**I'M INTERESTED
NOW WHAT?**

Contact:

COMPUTER USER SUPPORT

925-969-2486

or visit www.dvc.edu/programs

www.dvc.edu

ADMISSIONS OFFICE: 925-685-1310

COUNSELING OFFICE: 925-969-2140

Last updated: 9-5-15

MISSION STATEMENT Diablo Valley College is passionately committed to student learning through the intellectual, scientific, artistic, psychological, and ethical development of its diverse student body. Diablo Valley College prepares students for transfer to four-year universities; provides career and technical education; supports the economic development of the region; offers pre-collegiate programs; and promotes personal growth and lifelong learning.

PERKINS STATEMENT This project was funded fully or in part by Carl D. Perkins Career Technical Education Act of 2006, awarded to Diablo Valley College and administered by the California Community Colleges Chancellor's Office. It is the policy of Diablo Valley College not to discriminate against any person on the basis of race, color, national origin, sex or disability in all of its educational and employment programs and activities.

PLEASANT HILL CAMPUS
321 Golf Club Road, Pleasant Hill, CA 94523

SAN RAMON CAMPUS
1690 Watermill Road, San Ramon, CA 94582

NON-DISCRIMINATION STATEMENT The district shall not discriminate based on ethnic group identification, race, color, age, citizenship, ancestry, religion, marital status, national origin, sex, sexual orientation, mental or physical disability, medical condition, veteran status, parental status, or because a student is perceived to have one or more of these characteristics

COMPUTER USER SUPPORT

CERTIFICATE PROGRAM



DVC
DIABLO VALLEY COLLEGE

The demand for individuals with these skills is expected to grow significantly throughout the next decade.



What is the computer user support program?

Computers have dramatically changed the way we conduct business in today's world. It is difficult to imagine an office environment where administrative and financial management is not supported by personal computers. The need for qualified individuals to provide the necessary software support for these computer systems has never been greater. The Diablo Valley College computer user support program prepares students to provide a variety of software support services including software installation, troubleshooting, user training and support.

As a computer user support student, you will gain an in-depth understanding of:

- microcomputer problem identification
- problem solving
- troubleshooting
- general application software
- basic programming skills

Students who have earned a certificate in computer user support are prepared for entry-level employment as a software support specialist. Students who earn a degree along with the certificate often have even more opportunities.



Why study computer user support?

Students of computer user support look forward to well paying careers with much better than average employment opportunities. The rapidly growing computer user support industry is people oriented. Computer user support specialists find it gratifying to provide the help, support and training that people need to be more productive in their jobs. With the continuous development of new technologies, the industry is challenging and dynamic and support specialists are constantly developing and learning new skills to keep pace with these changing technologies.

What can I do with a computer user support certificate?

Jobs in computer user support are challenging and diverse, and the demand for individuals with these skills is expected to grow significantly throughout the next decade.

After a student has earned a certificate of achievement in computer user support he or she is well prepared to go directly into entry-level employment in the computer support field.

According to the California Employment Department's 2006-2016 Labor Market Information, salaries ranged from \$41,500 to \$64,800 for an entry-level computer support specialist and up to \$79,000 or more for a more experienced specialist.

When are classes offered?

Computer user support courses are taught in the days and evenings with some short-term and summer courses also available.

How long will it take to earn a certificate?

It takes approximately two years at DVC to complete the required course work.



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