



PROGRAMS OF study

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Help Desk & User Support Certificate

The Help Desk and User Support Certificate Program prepares students to work in the information technology field troubleshooting end-user issues in a networked environment, supporting both internal and external customers.

Graduates will be prepared for entry level positions in a growth area for both Maine and for the nation.

Possible jobs include: Help Desk Specialist, User Support Specialist, and Consumer Support Technician.

All courses in this certificate program may be applied to the Computer Technology A.A.S. degree.

NEW FALL 2015!

- A.S. Computer Science
- A.A.S. in Information Technology
- Information Security Advanced Certificate
- Network Systems Technology Certificate
- Web Development Certificate - Available 100% Online!



What is “Maine is IT!”

“Maine is IT!” is a grant awarded through the Trade Adjustment Assistance Community College and Career Training (TAACCT) grant program to address the growing need in Maine for skilled information technology workers across many industries. This grant will allow YCCC to offer new and expanded one-year certificate and two-year degree programs as well as develop new and improved learning strategies.

“Maine is IT!” recognizes the talent at Maine community college’s state wide to compete with states across the country for grants focused on innovation and collaboration.

For more information contact:

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