The Cisco Support Technician certificate addresses design, configuration and support of networks and Internetworks in implementations based on current Cisco Internetworking hardware.

**LEARNING OUTCOMES**

Certificate recipients should possess the skills & abilities described below:

- Perform simple hardware and software configuration of a switch and a router
- Explain the theory and benefits of a VLAN and configure a VLAN on a switch
- Create site wiring diagrams and physical and logical topologies for a network
- Apply knowledge of Frame Relay, Integrated Services Digital Network (ISDN) and Point-to-Point Protocol (PPP)
- Describe the Wide Area Network design process and design a Wide Area Network

**FOR MOST UP-TO-DATE INFORMATION, GO TO:**

[www.bellevuecollege.edu/programs/degrees/proftech/nscom/#ciscotech](http://www.bellevuecollege.edu/programs/degrees/proftech/nscom/#ciscotech)

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