



# Information Technology (IT)— Computer Support Specialist

Program No: 10-154-3

Associate Degree in Applied Science • Degree Completion Time: Four Terms  
In general, an academic year consists of two terms; however, degree completion time may vary based on student scheduling needs and class availability.

2012-2013

Catalog No.	Class Title	Credit(s)
<b>Term 1</b>		
10105124	Portfolio Introduction	1.00
10154120	Computer Concepts	3.00
10154122	A+1	3.00
10801195	Written Communication	3.00
10804133	Mathematics and Logic	3.00
10809172	Race, Ethnic & Diversity Studies OR 10806112 Principles of Sustainability	3.00
	<b>Total</b>	<b>16.00</b>
<b>Term 2</b>		
10150114	Networking I	3.00
10154124	Information Security Principles	2.00
10154128	Help Desk Fundamentals	2.00
10154175	A+2	3.00
10154102	Business Apps Fundamentals	3.00
10801196	Oral/Interpersonal Communication	3.00
	<b>Total</b>	<b>16.00</b>
<b>Term 3</b>		
10105128	Career Exploration	2.00
10150173	Windows Server 1 OR 10150172 Novell Open Enterprise Server	3.00
10150180	Small Office Home Office Networking	3.00
10154127	Data Assurance	2.00
10154129	Help Desk Advanced	3.00
10154150	Financial Systems Support	2.00
10809196	Introduction to Sociology	3.00
	<b>Total</b>	<b>18.00</b>
<b>Term 4</b>		
10152116	DataBase Concepts	3.00
10152138	Training and Documentation	2.00
10154101	Portfolio Assessment-IT	1.00
10154159	Microcomputer Projects	2.00
10150127	Linux 1	2.00
10809195	Economics	3.00
10809198	Introduction to Psychology	3.00
	<b>Total</b>	<b>16.00</b>
	<b>Program Total</b>	<b>66.00</b>

**Note:** Program start dates vary; check with your counselor for details.

Curriculum and program acceptance requirements are subject to change.

Classes run year-round; check with your program counselor for details.

## About the Program

Courses are taught in traditional, blended, and online formats.

## About the Career

Computers—can you imagine life without them? So much of what we do, whether at work, at home, or somewhere in between, depends on the use of computer information systems. If you enjoy using various operating systems, learning all kinds of software applications, doing some programming, troubleshooting hardware and software, and helping others learn to use technology and information systems, a career as a computer support specialist may be the perfect fit for your high-tech talents.

## Careers

- Computer Operations Specialist
- Help Desk Technician
- Microsystems Analyst
- PC Coordinator
- Systems Information Specialist
- Technical Support

## Admissions Steps

- Application
- Application Fee
- Entrance Assessment Scores
- Transcripts
- Program Advising Session
- Functional Abilities Statement of Understanding Form

## Program Outcomes

You'll learn to:

- Perform as liaison to internal computer departments and/or external consultants.
- Oversee daily performance of computer systems.
- Install and perform minor repairs to hardware, software, and peripheral equipment.
- Answer user inquiries regarding computer hardware or software operations.
- Perform troubleshooting and problem resolution of hardware and software.
- Refer (escalate) major hardware and software problems to vendors and technicians for service.
- Independently research and troubleshoot computer problems.
- Maintain records of daily support center communications transactions.
- Confer with staff, users, and management to establish requirements for new systems or modifications.

- Develop training materials and procedures.
- Instruct others in the proper use of microcomputers including hardware and software.

## Approximate Costs

- \$126 per credit (resident)
- \$182 per credit (out-of-state resident)
- Other fees vary by program (books, supplies, materials, tools, uniforms, health-related exams, etc.)

## Special Note

Students are required to have one USB 80 gig hard drive or greater.

## Functional Abilities

Functional abilities are the basic duties that a student must be able to perform with or without reasonable accommodations. At the postsecondary level, students must meet these requirements, and they cannot be modified.

## Placement Scores

Accuplacer/ACT scores will be used to develop your educational plan. Please contact your program counselor/advisor at 920-693-1109.

## Transfer agreements are available with the following institutions:

Capella University  
Cardinal Stritch University  
Concordia University  
Franklin University  
Herzing University  
Lakeland College

Marian College  
MSOE Radar School of Business  
Ottawa University  
Silver Lake College  
University of Phoenix  
Upper Iowa University

UW-Green Bay  
UW-Oshkosh  
UW-Stout

IMPORTANT: For more information on these agreements, visit [gotoltc.edu/transfer](http://gotoltc.edu/transfer).

### 10105124 Portfolio Introduction

...prepares the student to develop a personal and professional portfolio, to identify self-awareness through various self-assessments and apply these results to the workplace and other environments, to write goal statements and understand their value, to develop an individual history of events and achievements, and to identify significant learning experiences throughout the student's life.

### 10105128 Career Exploration

...prepares the student to develop a career plan, write a resume, create a cover letter, prepare for an interview, search for work on the Internet, adapt a resume for an electronic scan, and post a resume and cover letter on the Internet.

PREREQUISITE: 10105124 Portfolio Introduction

### 10105114 Networking 1

...is a lecture/hands-on course designed to introduce students to network fundamentals. Topics covered include: OSI Reference Model; LAN and WAN topologies; cabling systems; access methods; protocols; Internet working devices (e.g. hubs, bridges, routers, switches, etc.); and basic network design.

### 10105127 Linux 1

...provides the learner with the skills to plan for and install the Linux operating system; use Linux commands at a command line interface; use Linux graphical environments; employ Linux system standards; use the Linux system; configure the X window system; customize the shell environment; administer a Linux system; manage system resources; back up system data; and create scripts to automate processes.

PREREQUISITE: 10154120 Computer Concepts

### 10150173 Windows Server 1

...is a lecture/hands-on course designed to teach basic network administration. Topics covered include: network benefits, network administrator responsibilities, log-in security, file system security and design, print management, and user administration for Windows 2000 server.

PREREQUISITE: 10154120 Computer Concepts

### 10150180 Small Office Home Office Networking

...provides the learner with a background in networking fundamentals and the skills to design and build a home network for file sharing and internet access, take an in-depth look at wireless technology, secure a wireless network, and understand fundamental computer security principles and implementation.

### 10152116 Database Concepts

...prepares the learner to differentiate among the primary DBMS components; determine the difference in data models; use Query By Example and relational algebra; develop SQL statements; apply principles of database integrity, security and normalization; reconstruct poorly designed table structures; develop a relational database design using data requirement analysis and specification methods; and examine additional DBMS functions.

### 10152138 Training and Documentation

...provides the learner with the skills to develop various types of user documentation in hard copy and on-line formats. In addition, the learner will develop oral and written training skills necessary to provide individual and group end-user training.

### 10154101 Portfolio Assessment-IT

...prepares the student to identify what they have learned throughout the IT program, write career goals, re-examine their resume, research and collect project samples of their achievements, and analyze their achievements within the college core abilities.

PREREQUISITE: 10105124 Portfolio Introduction and 10105128 Career Exploration

### 10154102 Business Apps Fundamentals

...prepares the learner to evaluate, use, and support common information system applications that an end-user would use in a typical business environment. Both individual productivity tools as well as enterprise tools are examined. The competencies in the course will articulate to other courses in the information technology programs. Applications used will include Open Source Business Suites, Google Apps suite and Market Place applications, Gmail, calendars, surveys, video portals, and more.

### 10154120 Computer Concepts

...introduces the learner to the basic concepts and terminology of a computer system hardware and software; applied skills include: managing computer data files; protecting against computer viruses; creating simple web pages; producing electronic word documents, spreadsheets and presentations; investigating current employment trends; and examining techniques of systems analysis & design, programming languages and database systems.

### 10154122 A+1

...is the first course of the two-course A+ series that helps those seeking to become entry-level IT professionals by providing skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. The course covers the objectives of the CompTIA A+ exams but is not designed nor intended to be a "test prep" course. Additional resources as well as work experience are required in order to pass the exams.

### 10154124 Information Security Principles

...introduces the learner to Information Systems Security. Students will review and analyze the control and security concerns in the information systems environment; the security challenges created from the emergence of new technology and the changing internal and external environments; and the effect of legal, regulatory, and current security technology on policy development.

### 10154127 Data Assurance

...provides the learner with a fundamental understanding of computer security principles and implementation; technologies used and principles involved in creating a secure computer environment; authentication; types of attacks and malicious code; e-mail, Web applications, remote access, and file and print services; intrusion detection systems, firewalls, and physical security concepts. The student will have a variety of hands-on and case project assignments that reinforce the concepts read in each chapter.

### 10154128 Help Desk Fundamentals

...provides the learner with the knowledge required to become a Help Desk Support technician. Students will learn fundamental Help Desk concepts such as: Help Desk operations, roles and responsibilities, processes and procedures, tools and technologies, individual and team performance measures, and how to provide support as a Help Desk professional.

### 10154129 Help Desk-Advanced

...expands the learners' ability to troubleshoot all information technology issues utilizing Help Desk and Asset Management applications. Learners will expand their knowledge of ITIL practices and procedures used to manage an IT operation and its associated infrastructure. Communication, documentation, and teamwork skills are enforced.

PREREQUISITE: 10154128 Help Desk Fundamentals

### 10154150 Financial Systems Support

...prepares the learner to support a variety of financial software, including spreadsheets, financial management, and accounting/general-ledger formats with emphasis on data entry, report generation, and integration.

### 10154159 Microcomputer Projects

...provides experience as a member of a computer implementation team involved in converting to a new, automated system. Experiences include applying various microcomputer software and hardware tools to solving advanced business problems and project management.

### 10154175 A+2

...is the second course of the two-course A+ series that helps those seeking to become entry-level IT professionals by providing skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. The course covers the objectives of the CompTIA A+ exams but is not designed nor intended to be a "test prep" course. Additional resources as well as work experience are required in order to pass the exams.

PREREQUISITE: 10154122 A+1 or CONDITION: CompTIA A+ Essentials Certification

### 10801195 Written Communication

...teaches the writing process, which includes prewriting, drafting, revising, and editing. Through a variety of writing assignments, the student will analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Keyboarding skills are required for this course. It also develops critical reading and thinking skills through the analysis of a variety of written documents.

PREREQUISITE: 10831103 Intro to College Wrtg or CONDITION: Written Comm Prepared Learner (Accuplacer Wrtg min score of 86 or Equivalent) and COREQUISITE: 10838105 Intro Rdg & Study Skills or CONDITION: Reading Accuplacer min score of 74 or equivalent

### 10801196 Oral/Interpersonal Comm

...provides students with the skills to develop speaking, verbal and nonverbal communication, and listening skills through individual speeches, group activities, and other projects.

COREQUISITE: 10838105 Intro Reading and Study Skills or CONDITION: Reading accuplcer minimum score of 74 or equivalent

### 10804133 Math & Logic

...will apply mathematical problem solving techniques. Topics will include symbolic logic, sets, algebra, Boolean algebra, and number bases.

PREREQUISITE: Accuplacer Math minimum score of 79 or Equivalent or 10834109 Pre-Algebra and COREQUISITE: 108 38105 Intro Reading and Study Skills or CONDITION: Reading accuplcer minimum score of 74 or equivalent

### 10809172 Race, Ethnic and Diversity Studies

...is a course that draws from several disciplines to reaffirm the basic American values of justice and equality by teaching a basic vocabulary, a history of immigration and conquest, principles of transcultural communication, legal liability and value of aesthetic production to increase the probability of respectful encounters among people. In addition to an analysis of majority/minority relations in a multicultural context, the topics of ageism, sexism, gender differences, sexual orientation, the disabled and the American Disability Act (ADA) are explored. Ethnic relations are studied in global and comparative perspectives.

COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

### 10809195 Economics

...provides the participant with an overview of how a market-oriented economic system operates, and it surveys the factors which influence national economic policy. Basic concepts and analyses are illustrated by reference to a variety of contemporary problems and public policy issues. Concepts include scarcity, resources, alternative economic systems, growth, supply and demand, monetary and fiscal policy, inflation, unemployment and global economic issues.

COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

### 10809196 Introduction to Sociology

...introduces students to the basic concepts of sociology: culture, socialization, social stratification, multi-culturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues.

COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

### 10809198 Intro to Psychology

...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings.

COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent