

### ABOUT THE PROGRAM

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.

### PROGRAM OUTCOMES

- Manage information technology hardware.
- Manage software.
- Support computer networks.
- Provide end user support.
- Solve information technology problems.
- Demonstrate customer service skills as an IT professional.

### CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

LTC credits transfer to over 30 universities. For more information visit [gotoltc.edu/future-students/transfer](http://gotoltc.edu/future-students/transfer).

### ADMISSION AND PROGRAM ENROLLMENT STEPS

- Submit online application.
- Submit transcripts (high school & other colleges). NOTE: Official transcripts required for acceptance of transfer credits; Financial Aid may require.
- Complete the online Student Success Questionnaire.
- Schedule a Program Advising Session with your assigned advisor to plan your first semester schedule, review your entire plan of study, discuss the results of the Student Success Questionnaire.

### APPROXIMATE COSTS

- \$136.50 per credit tuition (WI resident) plus \$8.10 per credit student activity fee. \$10 per credit online or hybrid fee. Material fee varies depending on course. Other fees vary by program. Visit [gotoltc.edu/financial-aid/tuition-and-fees](http://gotoltc.edu/financial-aid/tuition-and-fees) for details.

### FINANCIAL AID

This program is eligible for financial aid. Visit [gotoltc.edu/Financial-Aid](http://gotoltc.edu/Financial-Aid) or talk with your Career Coach about how to apply for aid.

### SPECIAL NOTE

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

### CONTACT

LTC Career Coach  
920.693.1162 • [CareerCoach@gotoltc.edu](mailto:CareerCoach@gotoltc.edu)

Catalog No.	Class Title	Credit(s)
<b>Term 1</b>		
10154104	Intro to IT	3
10150114	Networking I	3
10154122	PC Support	3
10801195	Written Communication	3
10804133	Math & Logic	3
		<b>15</b>
<b>Term 2</b>		
10150173	Server Administration 1	3
10150176	Networking 2	3
10154124	Information Security Principles	3
10801196	Oral/Interpersonal Communication OR 10801198 Speech	3
10809196	Introduction to Sociology OR 10809122 Introduction to American Government OR 10809166 Introduction to Ethics	3
		<b>15</b>
<b>Term 3</b>		
10154128	Service Desk 1	3
10154130	MS Windows 1	3
10154102	Business Apps Fundamentals	3
10154103	Training and Documentation	2
10154131	Apple Support	3
		<b>14</b>
<b>Term 4</b>		
10154129	Service Desk 2	3
10154132	MS Windows 2	3
10154106	IT-Career and Professional Development	1
10154160	IT Computer Capstone	3
10150164	Mobile Devices	3
10809198	Introduction to Psychology	3
		<b>16</b>
		<b>TOTAL 60</b>

*Curriculum and Program Acceptance requirements are subject to change. Program start dates vary; check with your advisor for details. The tuition and fees are approximate based on 2019-2020 rates and are subject to change prior to the start of the academic year.*



**APPLE SUPPORT**...prepares the student to support the Apple Mac OS operating system. The course covers installation and configuration, user account management, file and data management, application support, network configuration and services as well as other system management functions.

**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. Opportunity to earn TestOut Desktop Pro Certification.

**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. Opportunity to earn TestOut Security Pro Certification. PREREQUISITE: 10154104 Intro to IT

**INTRO TO IT**...introduces student to IT field to basic concepts and terminology of a computer system hardware and software. Operating Systems (including Mac OS), and Networks; applied skills include: managing computer data files; protecting against computer viruses; creating simple web pages; producing electronic word documents, spreadsheets and presentations; examining techniques of systems analysis and design, programming languages and database systems.

**INTRODUCTION 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. PREREQUISITE: Reading placement assessment equivalent or COREQUISITE: 10838105 Intro to Reading and Study Skills

**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 to Reading and Study Skills or Reading placement assessment equivalent

**IT COMPUTER CAPSTONE**...will allow the student to demonstrate the skills learned while in the Computer Support Specialist program. The student will demonstrate the ability to manage information technology hardware and software, support computer networks, provide end users support, solve information technology problems and demonstrate customer service skills as an IT professional, through the completion of a comprehensive project. PREREQUISITES: 10154129 Service Desk 2 and 10154132 MS Windows 2

**IT-CAREER AND PROFESSIONAL DEVELOPMENT**...introduces students to job seeking skills and work environment communications skills. Written and oral communication skills needed in the work place will be emphasized. Students will build a resume, create a cover letter and follow up letters. Participate in job-seeking skills, which include research of a particular job and company and participating in a mock interview. Course should be taken in last semester of course work.

**MATH & LOGIC**...will apply mathematical problem solving techniques. Topics will include symbolic logic, sets, algebra, Boolean algebra, and number bases. PREREQUISITE: 10834109 Pre-Algebra or Math placement assessment equivalent and COREQUISITE: 10838105 Intro Reading and Study Skills or Reading placement assessment equivalent

**MOBILE DEVICES**...are quickly becoming indispensable tools in the production environment. This course will introduce the learner to various industry mobile technologies used to promote better decision-making, reporting, and improve manufacturing performance. Some of the devices covered are tablets, smartphones, barcode printers and readers, and radio frequency identification (RFID) readers/writers.

**MS WINDOWS 1**...covers how to configure hardware and manage applications, configure network connectivity, perform upgrades, manage remote access and security for mobile devices. The course will also cover how to monitor and maintain Windows clients, create virtualized Windows clients, and configure system and data recovery options.

**MS WINDOWS 2**...is a course designed to give the student the skills to support, and troubleshoot problems with, the Microsoft Windows operating system in an enterprise environment. Issues with remote access, networking, security, group policy, Internet Explorer, and mobile devices are covered. Opportunity to earn Testout Client Pro Certification. PREREQUISITE: 10154130 MS Windows 1

**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.

**NETWORKING 2**...provides the students with networking terminology, protocols, network standards, LAN's, WAN's, TCP/IP addressing, and routing. PREREQUISITE: 10150114 Networking 1

**ORAL/INTERPERSONAL COMMUNICATION**...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 Reading placement assessment equivalent

**PC SUPPORT**...prepares you to be able to install, manage, repair, and troubleshoot PC hardware and Windows, Linux, and Mac operating systems. You will learn how to set up a new computer, identify system requirements, install or upgrade operating systems, manage external devices, troubleshoot common computer problems, and connect to a small home network. Opportunity to earn TestOut PC Pro Certification.

**SERVER ADMINISTRATION 1**...is a hands-on course designed to introduce the learner to the installation and configuration of Windows Server servers. The student will learn how to install and configure servers, configure server roles and features, configure Hyper-V, deploy and configure core network services, install and administer Active Directory (AD), and create and manage Group Policy. PREREQUISITE: 10154104 Intro to IT

**SERVICE DESK 1**...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.

**SERVICE DESK 2**...expands the learners' ability to troubleshoot all information technology issues utilizing Service 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 Service Desk 1

**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.

**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 Writing placement assessment equivalent and COREQUISITE: 10838105 Intro to Rdg & Study Skills or Reading placement assessment equivalent