



CLASSROOM INSTRUCTION:

INFO 1170 Operating Systems I
BSAD 2050 Business Communications
INFO 1600 PC Systems Maintenance & Repair
INFO 1610 PC Systems Maintenance & Repair Lab
INFO 2650 Network Servers
INFO 1850 Operating Systems II
INFO 2610 Computer Support Technology

PROGRAM OUTCOMES:

Provide the fundamentals of computer hardware and operating system support

Obtain the skills necessary to problem-solve for a variety of end users and are prepared for entry-level support and help desk positions

Prepare individuals to successfully pass the COMPTIA A+ Certification

PROGRAM LENGTH:

315 hours of classroom instruction &
1,685 hours of on-the-job learning

CERTIFICATION:

Technical Services Support Certificate

ON-THE-JOB LEARNING COMPETENCIES:

Provide technical support for hardware and software

Resolve computer software issues

Operate trouble ticket system

Evaluate user software for license compliance and currency

Manage IT assets including inventories, acquisitions, and disposal of equipment

Understand information security

Install hardware, software, or peripheral equipment

JOB FUNCTIONS:

Answer user inquiries regarding computer software or hardware operation to resolve problems

Oversee the daily performance of computer systems

Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Develop training materials procedures, or train users in the proper use of hardware or software

SKILLS:

Active Listening, Reading Comprehension, Speaking, Complex Problem Solving, Critical Thinking

