

INFORMATION TECHNOLOGY COMPUTER SUPPORT (AAS)

(90-92 credits)

Program Description

Do you enjoy troubleshooting? Do you have a patient personality and enjoy teaching others? As a computer support specialist, you'll work closely with technology and people, helping your colleagues overcome tech hurdles and malfunctions so they can get their work done.

Our IT Computer Support program has a strong internship component, which has helped about 70% of the program's students to be hired by their employers after graduation.

Coursework begins with an introduction to networking, client/server operating systems and computer hardware. A steady progression follows to more advanced subject matter in these areas.

Information Technology Computer Support is designed for persons interested in working with end users in network environments. Duties may include software/hardware trouble shooting, installation, configuration and direct user support. This track helps to prepare the student for the A+, N+, Security+ and client MCSA certifications.

Career Opportunities

Job opportunities can be found in both public and private sectors. Students who earn their AAS degree will be exposed to current tools and techniques for implementing solutions for customers in network environments. The continuing advancement of technology creates a demand for skilled technicians who can provide immediate support in these areas. Typical job titles include Network Administrator, Network Technician and Helpdesk Support/Desktop Technician.

- Computer User Support Specialist
- Computer Network Support Specialist

Outcomes

South Puget Sound Community College believes that all students need to develop a broad range of abilities that will not only make them more effective in their professional pursuits but will enhance their capacity to relate well to others in their daily lives.

At the completion of the Information Technology Computer Support Program, the successful student will be able to:

- Utilize applied skills with fundamental concepts to achieve design, planning, deployment and management goals where systems related technology and services are employed
- Demonstrate clear and concise communication throughout the management hierarchy through the use of oral and written forms
- Demonstrate an understanding of industry related mathematical concepts used to achieve results where configuration and troubleshooting of technical systems is required

- Practice and apply appropriate legal standards and mandates reflecting the most current laws and regulations in regard to technical system support
- Demonstrate the ability to participate in diverse team environments while engaged in technical projects
- Install, configure and maintain client hardware and software
- Effectively troubleshoot hardware and software in "end user" environments
- Maintain and monitor customer service at helpdesk tier level one

The SPSCC college-wide abilities are embedded into each program:

- Effective Communication
- Information Literacy
- Analytical Reasoning
- Multicultural Awareness
- Social Responsibility

Courses by Quarter Courses by Quarter

| Code | Title | Credits |
|------------------------------|--|---------|
| Quarter 1 | | |
| Transition Studies | | |
| Quarter 2 | | |
| MATH 101 | Technical Mathematics I | 5 |
| CNA 113 | PC Operating Systems | 5 |
| ENGL 090 or ENGL 095 | Integrated Reading and Writing I Integrated Reading and Writing II | 5 |
| Quarter 3 | | |
| CNA 100 | Introduction to Networking | 5 |
| ENGL 098 or ENGL& 101 | Transitional English Composition English Composition I | 5 |
| CCS 101 | Pathways to Success | 3 |
| OFTEC 100 or OFTEC 108 | Introduction to Computer Concepts & Applications Introduction to Microsoft Office | 3-5 |
| Quarter 4 | | |
| CNA 101 | Cisco I | 5 |
| CNA 121 | Microsoft Workstation | 5 |
| Select one of the following: | | |
| KINS 150 | Intro to Adaptive Physical Activity: Diversity | |
| PSYC 116 | Psychology of Human Relations: Diversity | |
| CMST& 210 | Interpersonal Communication: Diversity | |
| CMST& 240 | Intercultural Communication: Diversity | |
| HUM 121 | Multicultural America: Diversity | |
| Quarter 5 | | |
| CNA 150 | Cisco II | 5 |
| OFTEC 141 | Microsoft Excel | 5 |
| CNA 120 | Command Line Interface | 5 |
| Quarter 6 | | |
| CNA 112 | PC Workstation Technical Support | 5 |
| CNA 210 | Introduction to Network Security | 5 |
| CNA 122 | Microsoft Server | 5 |
| Quarter 7 | | |

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| OFTEC 260 or ENGL& 235 | Business Communication Technical Writing | 5 |
| CNA 130 | Introduction to Linux/Unix | 5 |
| CNA 221 | Windows Server Administration | 5 |
| CNA 290 - Cooperative Work Experience/Internships ¹ | | 2-4 |

¹ Must be arranged through the Program Coordinator for Co-op Work Experience / Internships

Students must complete at least 90 college-level credits to graduate.

Pathway Maps

South Puget Sound Community College has provided pathways and associated recommended courses for ease of student selection based upon a student's career interest. Please review the pathway maps for required and recommended courses.

Information Technology Computer Support Pathway Map
Associate in Applied Science
90-92 Credits

| Qtr: 1 | Qtr: 2 | Qtr: 3 | Qtr: 4 | Qtr: 5 | Qtr: 6 | Qtr: 7 |
|---|--|---|---|---|--|--|
| Transition Studies | MATH 101 (Scr) Technical Mathematics I Or higher | CNA 100 (Scr) Introduction to Networking Fall – day Winter – day + evening/Sat | CNA 101 (Scr) Cisco / Winter – day Spring – day + evening/Sat | CNA 150 (Scr) Cisco II Spring – day Summer – evening/Sat | CNA 112 (Scr) PC Workstation Technical Support Fall – day + evening/Sat Winter – day Spring – day | Choose One (Scr): OFTEC 260 (Scr) Business Communication Winter only ENGL& 235 (Scr) Technical Writing |
| | CNA 113 (Scr) PC Operating System Fall – day + evening/Sat Summer – day | Choose One (3-Scr):* OFTEC 100 (Scr) Introduction to Computer Concepts and Applications OFTEC 108 (Scr) Introduction to Microsoft Office | CNA 121 (Scr) Microsoft Workstation Winter – day Spring – evening/Sat | OFTEC 141 (Scr) Microsoft Excel | CNA 210 (Scr) Introduction to Network Security Fall – day + evening/Sat | CNA 130 (Scr) Introduction to Linux/Unix Fall – day Winter – day + evening/Sat |
| ENGL 090 (Scr) Integrated Reading and Writing I ENGL 093 (Scr) Integrated Reading and Writing II | ENGL 098 (Scr) Transitional English Composition ENGL& 101 (Scr) English Composition I | Choose One (Scr): (Human Relations / Diversity, recommended) KINS 150 (Scr) Intro. to Adaptive Physical Activity: Diversity PSYC 118 (Scr) Psychology of Human Relations: Diversity CMAST& 210 (Scr) Interpersonal Communication: Diversity CMAST 240 (Scr) Intercultural Communication: Diversity HUM 121 (Scr) Multicultural America: Diversity | CNA 120 (Scr) Command Line Interface Winter – day + evening/Sat Spring – day | CNA 122 (Scr) Microsoft Server Fall – day Spring – day + evening/Sat | CNA 221 (Scr) Windows Server Administration Fall – day Winter – day Summer – evening/Sat | |
| | | CCS 301 (Scr) Pathways to Success | | | | CNA 290 (2 or 4cr)* Cooperative Work Experience/Internships Must be arranged through the Program Coordinator for Co-op Work Experience / Internships |