

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

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:		5
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		

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 (3cr) Technical Mathematics I Or higher	CNA 100 (3cr) Introduction to Networking Fall – day Winter – day + evening/Sat	CNA 101 (3cr) Cisco I Winter – day Spring – day + evening/Sat	CNA 100 (3cr) Cisco II Spring – day Summer – evening/Sat	CNA 112 (3cr) PC Workstation Technical Support Fall – day + evening/Sat Winter – day Spring – day	Choose One (3cr): OFTEC 260 (3cr) Business Communication Winter only ENGL& 235 (3cr) Technical Writing
	CNA 113 (3cr) PC Operating System Fall – day + evening/Sat Summer – day	Choose One (3-Sec):* OFTEC 100 (3cr) Introduction to Computer Concepts and Applications OFTEC 108 (3cr) Introduction to Microsoft Office	CNA 121 (3cr) Microsoft Workstation Winter – day Spring – evening/Sat	OFTEC 141 (3cr) Microsoft Excel	CNA 210 (3cr) Introduction to Network Security Fall – day + evening/Sat	CNA 130 (3cr) Introduction to Linux/Unix Fall – day Winter – day + evening/Sat
	ENGL 090 (3cr) Integrated Reading and Writing ENGL 095 (3cr) Integrated Reading and Writing II	ENGL 098 (3cr) Transitional English Composition ENGL& 104 (3cr) English Composition I	Choose One (3cr): (Human Relations / Diversity, recommended) KINS 150 (3cr) Intro. to Adaptive PSYC 118 (3cr) Psychology of Human Relations: Diversity CWST& 210 (3cr) Interpersonal Communication: Diversity CWST 240 (3cr) Intercultural Communication: Diversity HUM 121 (3cr) Multicultural America: Diversity	CNA 120 (3cr) Command Line Interface Winter – day + evening/Sat Spring – day	CNA 122 (3cr) Microsoft Server Fall – day Spring – day + evening/Sat	CNA 221 (3cr) Windows Server Administration Fall – day Winter – day Summer – evening/Sat
		CIS 301 (3cr) 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