COMPUTER SUPPORT I (CERTIFICATE OF PROFICIENCY)

(36-38 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 and 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.

Other Options:

- Computer User Support Specialist
- Computer Network Support Specialist

Length of Program

The Information Technology Computer Support Program takes a minimum of six quarters of full-time studies for the Associate in Applied Science degree. The Computer Support I certificate program takes a minimum of two quarters of full-time studies for the certificate of proficiency.

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

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		
CNA 113	PC Operating Systems	3
CNA 112	PC Workstation Technical Support	5
CCS 101	Pathways to Success	3
Quarter 3		
CNA 120	Command Line Interface	5
CNA 100	Introduction to Networking	5
Select one of the following:		
OFTEC 100	Introduction to Computer Concepts & Applications	5
OFTEC 108	Introduction to Microsoft Office	3
Quarter 4		
CNA 121	Microsoft Workstation	5
OFTEC 141	Microsoft Excel	5

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.

Computer Support I Pathway Map
Certificate of Proficiency
36-38 Credits

Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
Transition Studies	**CNA 113** (5cr) *PC Operating System* ***Fall – day + evening/Sat*** ***Summer – day***	**CNA 120** (5cr) *Command Line Interface* ***Winter – day + evening/Sat*** ***Spring – day***	**CNA 121** (5cr) *Microsoft Workstation* ***Winter – day*** ***Spring – evening/Sat***
	CNA 112 (5cr) *PC Workstation Technical Support* ***Fall – day + evening/Sat*** ***Winter – day*** ***Spring – day***	**CNA 100** (5cr) *Introduction to Networking* ***Fall – day*** ***Winter – day + evening/Sat***	
	CCS 101 (3cr) *Pathways to Success*	*Choose One* **(3-5cr):** **OFTEC 100** (5cr) *Introduction to Computer Concepts and Applications* **OFTEC 108** (3cr) *Introduction to Microsoft Office*	**OFTEC 141** (5cr) *Microsoft Excel*