

COMPUTER SUPPORT SPECIALIST PROGRAM

General Overview

Computer Support Specialist Level I:

Intro to MS Office (Test-out available)	42 hours
Advanced MS Office	36 hours
Intro to Computer Hardware, Software, and Networking Concepts	15 hours
Customer Service and Communications Concepts	12 hours
Help Desk Technology, Tools, & Techniques	15 hours
Total Hours	120 hours

Computer Support Specialist Level II:

Introduction to Computer Programming Logic & Design	15 hours
A+ Hardware Troubleshooting & Repair	60 hours
A+ OS Software Troubleshooting	45 hours
Network+	45 hours
MCDST 70-271	
Supporting Users and Troubleshooting a Windows XP Operating System.....	45 hours
MCDST 70-272	
Supporting Users and Troubleshooting Desktop Applications on a Windows XP OS	45 hours
Total Hours	375 hours

PROPOSED COMPUTER HELP DESK CERTIFICATES

Course Descriptions

Intro to MS Office (Test-out available).....42 hours

This course provides students with a hands-on introduction to Microsoft Office Suite 2003, including Word, Excel, Access, PowerPoint, and Outlook. Students will learn the basics of these popular applications, providing them with the foundation needed to begin using MS Office effectively in the workplace or at home. This course is required for the Computer Support Specialist certificate programs, but may also be taken independently.

Advanced MS Office36 hours

This course is designed to give computer support professionals (or other professionals) a thorough understanding of the advanced features of the popular Microsoft Office XP programs. Topics to be covered include Word tables, merging, graphics, and forms; Excel lists, database functions, analysis tools, PivotTables and PivotCharts, and macros; Access relationships, advanced queries, macros, and switchboards; PowerPoint tables and charts, visual and sound effects, and advanced presentation features; and Outlook customizing, sharing, and advanced features. This course is required for the Computer Support Specialist certificate programs, but may also be taken independently. *Prerequisite: proof of basic MS Office Suite knowledge via previous class certificates/transcripts or successful completion of MS Office entrance testing at the Shewmaker Center.*

Intro to Computer Hardware, Software, and Networking Concepts.....15 hours

This course is designed to give the emerging computer professional a well-rounded look at the concepts of computer hardware, software, and networking. The required text features expert articles by authors from top-name companies in the IT industry. This course lays the foundation for more advanced courses in computer hardware and software troubleshooting and repair and networking, and is required for the Computer Support Specialist certificate programs.

Customer Service and Communications Concepts.....12 hours

With less of a focus on technology and more of a focus on "soft" and self-management skills, this course will help students succeed as help desk professionals. Students will learn skills focused on customer satisfaction and self-improvement, such as listening techniques, telephone skills, technical writing skills, handling difficult customer situations, solving and preventing problems, and general business and teamwork skills for the help desk environment. This course is required for the Computer Support Specialist certificate programs, but may also be taken independently. This course may be offered online or in a traditional classroom setting.

Help Desk Technology, Tools, & Techniques15 hours

This course is an introduction to the computer help desk skills that are essential to career success for help desk professionals. You will learn about how help desks are structured, what kind of support they provide, and the problem-solving processes used to tackle challenging computer problems. In addition, you will learn to handle incoming calls and document them using a learning edition of HelpSTAR software. Web-based support and asset and security management will also be covered. Guest speakers from the computer support profession will address current topics in the field. This course is required for the Computer Support Specialist certificate programs.

Introduction to Computer Programming Logic & Design.....15 hours

This course provides the beginning programmer with a guide to developing structured program logic. The focus is not on any one programming language, but on introducing programming concepts and enforcing the good style and logical thinking that every successful programmer must use. No programming experience necessary! This course is required for the Computer Support Specialist Level II certificate, but may also be taken independently.

A+ Hardware Troubleshooting & Repair60 hours

This course will give the student the skills necessary to manage and maintain PC hardware. Students will get hands-on experience installing and troubleshooting hardware devices such as power supplies, memory, floppy drives, hard drives, and media devices. Students will also get extensive classroom instruction related to concepts and techniques for managing and maintaining a PC. This course prepares students for the CompTIA A+ Core Hardware exam. This course is required for the Computer Support Specialist Level II certification, but may also be taken independently.

A+ OS Software Troubleshooting45 hours

This course will give the student the skills necessary to manage and maintain the Windows operating system. Students will get extensive classroom instruction related to concepts and techniques for managing and maintaining Windows 9x/Me/2000/NT/XP. In addition, topics related to PC networking, notebooks and PDAs, and printers will be discussed. This course prepares students for the CompTIA A+ OS Technologies exam. This course is required for the Computer Support Specialist Level II certification, but may also be taken independently.

Network+45 hours

This course provides students with the knowledge of current networking hardware and software required to succeed in a networked environment. Thorough classroom instruction and demonstrations will cover networking fundamentals such as protocols, network design and implementation, and troubleshooting and support. Learn about LANs, WANS, and network security. This course prepares students for the CompTIA Network+ exam. This course is required for the Computer Support Specialist Level II certificate, but may also be taken independently.

MCDST 70-271

Supporting Users and Troubleshooting a Windows XP Operating System45 hours

This course is designed to give emerging computer support specialists the skills necessary to assist in installing, configuring, upgrading, troubleshooting, and managing a Microsoft Windows XP operating system. Students will also prepare for the Microsoft Certified Desktop Support Technician (MCDST 70-271) certification exam by taking practice exams that are included with the required textbook. This course is required for the Computer Support Specialist Level II certificate, but may also be taken independently.

MCDST 70-272

Supporting Users and Troubleshooting Desktop Applications on a Windows XP OS..45 hours

This course is designed to give emerging computer support specialists the skills necessary to assist in installing, configuring, troubleshooting, upgrading, customizing, and managing desktop applications on a Microsoft Windows XP operating system. Students will also prepare for the Microsoft Certified Desktop Support Technician (MCDST 70-272) certification exam by taking practice exams that are included with the required textbook. This course is required for the Computer Support Specialist Level II certificate, but may also be taken independently.

