

COMPUTER SUPPORT SPECIALIST CERTIFICATE PROGRAM

General Overview

The Computer Support Specialist Certificate program is designed to give entry-level computer help desk and support professionals the skills needed to succeed in a modern technical support environment. From technical skills to "soft" skills, this program gives the emerging IT support professional the tools to succeed in securing a job and moving ahead quickly. For individuals already employed in the industry, this certificate of continuing education will give them the skills needed to advance their career more quickly. The Level I Certificate is recommended for those wishing to function in a first-level desktop support role. The Level II Certificate includes four courses leading to IT industry certification, aimed at moving technical support professionals into higher-level support positions. All students are also encouraged to seek out specialty areas for advanced certifications.

Computer Support Specialist Level I:

Excel Level I (test-out available).....	6 hours	\$159
Access Level I (test-out available)	6 hours	\$159
Word Level I (test-out available).....	6 hours	\$159
PowerPoint Level I (test-out available)	6 hours	\$159
Outlook Level I (test-out available).....	6 hours	\$159
Intro to Computer Hardware, Software, and Networking Concepts*.....	15 hours	\$279
Call Center Communications & Customer Service	6 hours	\$174
Help Desk Technology.....	6 hours	\$174
Total Hours/Cost.....	57 hours	\$1,422
*Textbook Cost		\$80
Total Certificate Cost.....		\$1,502

Computer Support Specialist Level II:

Introduction to Programming*	15 hours	\$349
A+ Essentials♦	30 hours	\$2,000
A+ Specialty Area (choose one for program certificate)		
602 – IT Technician♦.....	30 hours	\$1,800 or
603 – Remote Support Technician♦	18 hours	\$1,350
Network+♦	36 hours	\$2,200
MCDST 70-271♦		
Supporting Users & Troubleshooting a Windows XP Operating System	18 hours	\$1,350
MCDST 70-272♦		
Supporting Users and Troubleshooting Desktop Applications on a Windows XP OS	12 hours	\$900
Total Hours/Cost.....	129 - 141 hours	\$8,149 – \$8,599
*Textbook Cost		\$80
♦Certification Exam Cost.....	\$125 ea	\$625
Total Cost.....		\$8,854 - \$9,304

Course Descriptions/Costs

Excel Level I..... 6 hrs, \$159

Learn the basics of MS Excel 2007. Learn to enter and edit spreadsheet data; modify a spreadsheet by moving, copying, inserting, and deleting data, cells, and ranges; use basic functions; create charts; apply formatting; print worksheets and use page setup options; and manage large worksheets. The required textbook is included in the course cost.

Access Level I..... 6 hrs, \$159

Learn the basics of Access 2007. Learn to design and create database tables, queries, forms, and reports. Sort, filter, and delete records; set field properties, input masks, and validation rules; create, modify, and print forms and reports. Required textbook is included in course cost.

Word Level I..... 6 hrs, \$159

In this course, students will learn how to enter and edit text, and save and browse documents. They will learn how to enhance the appearance of a document by using various formatting options. They will also create tables, insert headers and footers, proof and print documents, and insert graphics. Textbook is included in course cost.

PowerPoint Level I..... 6 hrs, \$159

This course covers the basic functions and features of PowerPoint 2007. Students will create new presentations that include text, graphics, WordArt, tables, charts, and diagrams. They will also edit and format slide content and apply transition effects. Textbook is included in course cost.

Outlook Level I..... 6 hrs, \$159

In this course students will create e-mail accounts and send e-mail messages using several techniques. They will also learn how to manage e-mail messages, contacts, tasks, and meeting requests. Finally, students will customize Outlook for maximum efficiency. Textbook is included in course cost.

Intro to Computer Hardware, Software, and Networking Concepts..... 15 hrs, \$279 (+\$80 textbook)

This course is designed to give the emerging computer professional a well-rounded look at the concepts of computer hardware, software, and networking, laying the foundation for more advanced courses in computer hardware and software troubleshooting and repair and networking. Required textbook may be purchased at the campus bookstore.

Call Center Communications & Customer Service..... 6 hrs, \$174

In this course students identify challenges coming from the situation, the caller, and the environment, and how to handle them. Students will learn about the guidelines for providing excellent service and fulfilling the customers' needs. Interactive exercises help ensure student success. Textbook is included in course cost.

Help Desk Technology..... 6 hrs, \$174

This course provides an introduction to the computer help desk skills that are essential to career success for help desk professionals. Course topics include support environments and processes, common support software tools and features, performance and reporting tools, call management and problem resolution software, asset and change management tools, alert and notification tools, telephone-based technology, using additional level two and three support tools, using self-help tools, and understanding service

technology trends and career resources. Pre-req: Intro to Comp Hardware, Software, and Networking or basic computer skills. Textbook included.

**Introduction to Programming 15 hrs, \$349
(+\$80 Textbook)**

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!

A+ Essentials 30 hrs, \$2000

This course will prepare students for the CompTIA A+ Essentials certification exam (2006 Objectives). Students will obtain the skills and knowledge necessary to install, build, upgrade, repair, configure, troubleshoot, and perform preventative maintenance on personal computer hardware and operating systems. Course manual comes with exam prep software (download). Pre-reqs: Intro to Computer Hardware, Software, and Networking or basic computer skills. Exam cost is \$125 and is not included in course cost.

A+ Specialty Area Select One for Workforce Certificate

602 – IT Technician – 30 hrs - \$1800 -This course will prepare students for the CompTIA A+ 220-602 certification exam (2006 Objectives). Students will learn how to support PC hardware in a business setting, including installation, troubleshooting, and component replacement. The target student for this course is responsible for maintaining PCs in their workplace, and has already completed the CompTIA A+ Certification: Essentials course (or has equivalent experience). Course manual comes with exam prep software (download). Exam cost is \$125 and is not included in course cost.

603 – Remote Support Technician – 18 hrs - \$1350 - This course will prepare students for the CompTIA A+ 220-603 certification exam (2006 Objectives). It is designed to prepare students to assist users remotely as a help desk or call center support technician. Pre-requisite: A+ Essentials or equivalent experience. Course manual comes with exam prep software (download). Exam cost is \$125 and is not included in course cost.

Network+ 36 hrs, \$2200

This course will prepare students for the current CompTIA Network+ exam. Based on Windows Server, this course covers the full range of skills and concepts students need to learn, such as basic networking concepts and configurations, the OSI model, working with network-related hardware, network configuration with TCP/IP, network operating system basics, fault tolerance and backup issues, and troubleshooting hardware and software problems. Pre-requisite: Intro to Computer Hardware, Software, and Networking or basic computer and networking skills. Student manual comes with exam prep software (download). Exam cost is \$125 and is not included in course cost.

MCDST 70-271

Supporting Users and Troubleshooting a Windows XP Operating System 18 hrs, \$1350

This course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-271. Students will learn how to install the Windows XP operating system, manage users and the Windows environment, and troubleshoot and optimize system performance. Pre-requisite: Intro to Computer Hardware, Software, and Networking or basic computer and networking skills. Student manual comes with exam prep software. Exam cost is \$125 and is not included in course cost.

MCDST 70-272**Supporting Users and Troubleshooting Desktop Applications on a Windows XP OS.....12 hrs,
\$900**

This course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-272. Students will learn how to support applications in Windows XP, install and configure Microsoft Office, and set up and manage application security. Pre-requisite: Intro to Computer Hardware, Software, and Networking and Intro to MS Office or basic computer, networking, and Office application skills. Student manual comes with exam prep software. Exam cost is \$125 and is not included in course cost.