

COMPUTER AND BUSINESS TECHNOLOGY

254310 Computer Support Specialist Option
(Requirements effective Fall Semester 2009)

Students entering the program must demonstrate a fundamental knowledge of computer software and keyboarding by examination (CISBR) or take the following bridge courses prior to enrolling in the program:

2440:105 Introduction to Computers and Application Software
2540:290 ST: Keyboarding for Skill Development

C E R FIRST YEARFall Semester

		<u>Credit Hours</u>	<u>Prerequisites</u>
— — —	2040:240 Human Relations (see note A.)	3	
— — —	2420:104 Introduction to Business in the Global Environment	3	
— — —	2440:145 Operating Systems	3	Placement by adviser
— — —	2540:123 Microsoft Outlook	2	Placement by adviser
— — —	2540:143 Microsoft Word, Beginning	2	Placement by adviser
— — —	3300:111 English Composition I (see note A.)	<u>4</u>	Placement by adviser
		17	

Spring Semester

— — —	2440:121 Introduction to Logic/Programming	3	Placement by adviser
— — —	2440:125 Spreadsheet Software	2	Placement by adviser
— — —	2540:144 Microsoft Word, Advanced	2	2540:143 or placement
— — —	2540:263 Professional Communication and Presentations (see note A.)	3	3300:111 or permission
— — —	2600:240 Installing and Maintaining a Microsoft Desktop Environment	3	2600:270 (coreq.)
— — —	2600:270 Introduction to Network Technologies	<u>3</u>	2440:145
		16	

SECOND YEARFall Semester

— — —	2020:222 Technical Report Writing	3	3300:111
— — —	2040:256 Diversity in American Society (see note A.)	2	3300:111
— — —	2440:140 Internet Tools	3	Placement by adviser
— — —	2440:170 Visual BASIC	3	2440:121
— — —	2440:245 Introduction to Databases for Micros	3	Placement by adviser
— — —	2600:245 Network Operating Systems	3	2600:270
		17	

Spring Semester

— — —	2440:247 Hardware Support	3	Permission
— — —	2540:243 Internship	3	Permission
— — —	2540:273 Microsoft PowerPoint	2	2540:140 or 143 or permission
— — —	2540:289 Career Development for Business Professionals	3	
— — —	3600:120 Introduction to Ethics (see note A.)	3	
— — —	Technical elective	<u>3</u>	
		17	

TOTAL CREDITS – 67**C = Completed E = Exempt R = Required**

COMPUTER AND BUSINESS TECHNOLOGY

Computer Support Specialist Option

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Computer support specialists provide technical assistance, support, and advice to customers and other users. This occupational group includes *technical support specialists* and *help-desk technicians*. These troubleshooters interpret problems and provide technical support for hardware, software, and systems. They answer telephone calls, analyze problems by using automated diagnostic programs, and resolve recurring difficulties. Support specialists may work either within a company that uses computer systems or directly for a computer hardware or software vendor. Increasingly, these specialists work for help-desk or support services firms, for which they provide computer support to clients on a contract basis.

Notes:

- A. These courses fulfill General Education core curriculum requirements or serve as prerequisites for advancement to a Bachelor's degree. Additional options may be available. Associate degree technical courses may also be transferable to Bachelor's degrees in business education, technical education, communication, etc. See an academic adviser for details.
- B. If you are pursuing an associate degree and have completed twelve or more semester credits, we suggest that you schedule an appointment with an academic adviser to transfer into Summit College and to produce a student degree agreement (contract). The degree agreement is a formal statement of the courses that you must complete to satisfy your degree requirements.
- C. Attendance at both day and evening classes may be required for completion of this degree program.
- D. Please note that if you do not follow the recommended sequence, courses may not be offered when you need them or offered at conflicting times.

Technical electives:

2440:141	Web Site Administration	3	Placement by adviser
2440:212	Multimedia and Interactive Web Elements	3	2440:140
2540:136	Speech Recognition Technology	2	Placement by adviser
2540:138	Project Management	2	Placement by adviser
2600:261	Network Security	3	2600:270 or permission
2600:262	Linux Networking	3	2600:270 or permission