

**OFFICE TECHNOLOGY**  
Computer Support Specialist Option  
 (Requirements effective Fall Semester 2007)

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 YEAR**

Fall Semester

<u>C</u> <u>E</u> <u>R</u>	<u>Credit Hours</u>	<u>Prerequisites</u>	
___ ___ ___ 2040:240	Human Relations (see note A.) -or-	3	
___ ___ ___ 3750:100	Introduction to Psychology (see note A.)	3	
___ ___ ___ 2440:125	Spreadsheet Software	2	Placement by adviser
___ ___ ___ 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
	16		

Spring Semester

___ ___ ___ 2440:121	Introduction to Logic/Programming	3	Placement by adviser
___ ___ ___ 2540:144	Microsoft Word, Advanced	2	2540:143 or placement
___ ___ ___ 2540:263	Professional Communication and Presentations	3	3300:111 or permission
___ ___ ___ 2600:240	Microsoft Networking I#	3	2600:270 (coreq.)
___ ___ ___ 2600:242	Microsoft Networking II#	3	2600:270 (coreq.)
___ ___ ___ 2600:270	Introduction to Network Technologies§	<u>3</u>	2440:145
	17		

**SECOND YEAR**

Fall 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
___ ___ ___ 2440:245	Introduction to Databases for Micros	3	Placement by adviser
___ ___ ___ 3600:120	Introduction to Ethics (see note A.)	3	
___ ___ ___	Technical elective	<u>3</u>	
	17		

Spring Semester

___ ___ ___ 2540:243	Internship	3	Permission
___ ___ ___ 2540:273	Microsoft PowerPoint	2	2540:140 or 143 or permission
___ ___ ___ 2540:289	Career Development for Business Professionals	3	
___ ___ ___ 2540:138	Project Management	2	Placement by adviser
___ ___ ___	Technical elective	<u>6</u>	
	16		

**TOTAL CREDITS – 66**

**C = Completed E = Exempt R = Required**

**OFFICE 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
2440:247	Hardware Support	3	Permission
2540:136	Speech Recognition Technology	2	Placement by adviser
2600:244	Microsoft Networking III#	3	2600:240 or 242
2600:246	Microsoft Networking IV#	3	2600:240 or 242
2600:261	Network Security¶	3	2600:270 or permission
2600:262	Linux Networking@	3	2600:270 or permission

# Fulfills course requirements for Microsoft's MCSA/MCSE certification program.

§ Fulfills course requirement for CompTIA's Network+ certification.

@ Fulfills course requirement for CompTIA's Linux+ certification program.

¶ Fulfills course requirement for CompTIA's Security+ certification program.