

Information Technology- Computer Support Specialist



PROGRAM SHEET



INFORMATION TECHNOLOGY

Possible Careers

- Computer Support Specialist
- Technical Support Specialist
- Help-Desk Technician
- Network Administrator
- Systems Administrator

Salary Information

Average wage was \$17.26 an hour for 2007 Wisconsin Technical College Information Technology – Computer Support Specialist graduates. Average annual salary was \$36,612.

we are
future makers

Associate Degree – 65 credits

Computer Support Specialists troubleshoot computer problems and provide technical support for hardware and software systems. Using automated diagnostic programs, support specialists analyze computer problems and resolve difficulties. They may troubleshoot problems experienced by an organization's computer users and may install, modify, clean, and repair computer hardware and software. Computer Support Specialists may work within a company that uses computer systems or for a computer hardware or software vendor. Computer Support Specialists may also work for help-desk or support services firms, for which they provide computer support to clients on a contract basis.

Nicolet's Computer Support Specialist program provides students with the latest skills and technology to obtain jobs in business and industry where computer systems and networks are integral parts of an organization's infrastructure. Students are prepared to install, modify, and repair computer hardware and software, provide technical assistance and support for hardware and software systems, and analyze problems using automated diagnostic programs.

Information Technology- Computer Support Specialist

Information Technology-Computer Support Specialist Program Outcomes

- 1) Demonstrate an understanding of the various career opportunities in the Information Technology field, along with the social and ethical responsibilities required of those positions.
- 2) Demonstrate the ability to write basic computer programs and execute command line utilities.
- 3) Demonstrate the ability to maintain and upgrade computer hardware and operating system software.
- 4) Demonstrate the ability to implement and troubleshoot application software products.
- 5) Demonstrate the ability to write interactive computer programs with a web interface.
- 6) Demonstrate the ability to develop and deliver software training sessions.
- 7) Demonstrate the ability to implement and manage server operating systems.
- 8) Demonstrate the ability to design and build the computer network infrastructure to include cabling and LAN/WAN communication hardware.
- 9) Demonstrate the ability to implement and manage integrated network technologies (voice, video, data, and wireless communications).
- 10) Demonstrate knowledge and understanding of basic information technology security methods and techniques.

Certifications

Nicolet offers a number of different short-term certificates in Information Technology. These include an Information Security Advanced Certificate as well as the Cisco CCNA Certificate, Database Management Certificate, Desktop Support Technician Certificate, the Web Programming and Development Certificate, and the Website Development and Support Certificate.



Nicolet College Admissions Office
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Transfer Nicolet Credits to a Bachelor's Degree

Students who complete the Information Technology-Computer Support Specialist associate degree can transfer their credits to a number of different four-year colleges and universities that award bachelor's degrees. For a complete list of the transfer agreements, visit the Information Technology-Computer Support Specialist web page at www.nicoletcollege.edu.

Curriculum	Credits
First Year	
Fall Semester	
*10-150-110 Networking Fundamentals	3
*10-152-115 Database Fundamentals	3
*10-154-125 IT Documents and Processes	2
*10-154-177 Web Programming Fundamentals	3
10-801-195 Written Communications	3
10-804-123 Math with Business Application	3
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Spring Semester	
*10-107-127 IT Careers	3
*10-152-120 Introduction to Programming	3
*10-154-140 PC Maintenance & Troubleshooting	3
*10-154-165 Project Management	2
10-801-196 Oral/Interpersonal Communication	3
10-809-199 Psychology of Human Relations	3
	17
Fall Semester	
*10-150-130 Network Infrastructure	3
*10-154-145 End User Training	3
*10-154-155 Microcomputer Operation Systems	3
*10-154-170 Help Desk Fundamentals	2
OR	
*10-150-140 Network Management	(2)
10-801-197 Technical Reporting	3
10-809-197 Contemporary American Society	3
	17
Spring Semester	
*10-107-128 Introduction to Security	2
*10-150-141 WAN Technologies	3
*10-150-180 Server Operating Systems	3
*10-154-150 Application Software Support	3
OR	
*10-150-166 Integrated IP Communications	(3)
10-809-195 Economics	3
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*Students must have a grade of "C-" or better in any course to progress in courses which require that course as a prerequisite and a grade of "C-" or better in all core courses to graduate. A cumulative G.P.A. of 2.0 is required for graduation.