

# IT Computer Support Specialist

## Associates of Applied Science

Learn 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. Prepare 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.

The Computer Support Specialist associate degree is a two-year program that prepares qualified individuals for help desk positions which provide technical support, assistance, advice, troubleshooting, training, and documentation to end computer users for hardware, software, and systems. The Computer Support Specialist has a working knowledge of computer hardware and software and their applications within wide area networks. The specialist is also familiar with the Internet, designing, developing, and publishing web sites; database design, development, and administration; basic computer network technologies; and low-level programming. The program also prepares the graduates to test for the A+ Certification, Cisco Certified Network Associate (CCNA), and other Information Technology Certifications. - See more at: [http://www.witechcolleges.org/explore\\_careers/Career\\_Program\\_Details.ph...](http://www.witechcolleges.org/explore_careers/Career_Program_Details.ph...)

## Program Outline

TERM 1		
Course #	Course Title	Credits
1010210600	<b>Business Programs Orientation</b> This class helps new Nicolet students make a successful transition to the College. Orientation is a chance for students to learn College resources, practice pacing and time management, grit and the learning management system. Students also receive an introduction and have opportunities to practice professional business communication.	1.00
1080119500	<b>Written Communication</b> Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.	3.00
1015411000	<b>IT Basic Skills</b> This course explores online Internet fundamentals, computer basics, and common MS Office application features.	1.00
1015411500	<b>Office Applications</b> This course explores Microsoft Word, Excel, and Outlook to an intermediate level. This course is aligned with the Microsoft Office Specialist: Associate (Office 2019) certification, which includes MO-100: Microsoft Word, MO-200: Microsoft Excel, and MO-400: Microsoft Outlook (Office 2019) certification exams.	2.00
1080119600	<b>Oral Interpersonal Communication</b> Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
1015417700	<b>Web Programming Fundamentals</b> Introduces the learner to the principles of web page development. In this course the students will learn to develop static web pages that contain text, images, and videos. Students will also link multiple web pages to produce a complete website.	3.00

Course #	Course Title	Credits
1015211500	<p>Database Fundamentals</p> <p>Students learn the fundamental concepts and applications of relational database tables using a hands-on approach. Topics include database architectures, data structures, planning, creation, inquiry, updating, input and output forms (reporting), and importation of data from an outside source for use in databases.</p>	3.00
<b>TERM 2</b>		
Course #	Course Title	Credits
1080413400	<p>Mathematical Reasoning</p> <p>An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. Prerequisite: 7785478000 Principles of College Math (C or better) or Accuplacer Algebra score <math>\geq 35</math> or UW Math Placement Basic Math Skills score <math>\geq 250</math> or ACT Mathematics score <math>\geq 18</math> or Tailwind Math College Math Fund score <math>\geq 16</math>.</p>	3.00
1015011400	<p>Cisco Networking 1</p> <p>This course explores enterprise networking protocols, numbering systems, media access control, Ethernet, ARP and ND communication, IPv4 and IPv6 addressing, and security on routers and switches. This course is the first of three aligned with the Cisco CCNA (200-301) certification exam.</p>	3.00
1080919500	<p>Economics</p> <p>With a focus on contemporary issues, this introductory course covers cost-benefit analysis, economics systems of the world, globalization, supply and demand, market structures, the labor market, economic growth, unemployment, inflation, business cycles, money, and government economic policy. The course strives to help students improve their individual and household decision-making, understand business decision-making, comprehend the current national and international economic issues and policies, and critically evaluate government response to economic concerns.</p>	3.00
1015212000	<p>Introduction to Programming</p> <p>Introduces the learner to programming concepts using structured logic and basic concepts related to computer programming and program development. Programs will be developed using sequential, selection, and looping control structures, functions, arithmetic calculations.</p>	3.00
1015414000	<p>A+ Computer Essentials</p> <p>This course explores computer hardware, operating systems, software, networking, troubleshooting, virtualization, and security concepts. This course is aligned with the CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) certification exams.</p>	3.00
<b>TERM 3</b>		
Course #	Course Title	Credits
1010712700	<p>IT Careers</p> <p>This course explores potential occupations learners can pursue in IT and the requisite knowledge and skills generally required for each.</p>	1.00
1015013000	<p>Cisco Networking 2</p> <p>This course explores enterprise networking security, Layer 2 switching, VLAN and trunking implementation, STP redundancy, EtherChannel, DHCPv4, IPv6 dynamic addressing, WLAN connectivity, router forwarding, and static route configuration. This course is the second of three aligned with the Cisco CCNA (200-301) certification exam.</p>	3.00

Course #	Course Title	Credits
1015417000	<p>Help Desk Fundamentals</p> <p>This course explores IT service management within the ITIL framework, including customer service, end-user support, troubleshooting, helpdesk applications, and the creation and delivery of IT training to others.</p>	3.00
1015015000	<p>Windows Client</p> <p>This course explores enterprise client operating system installation, configuration, performance, access, management, and protection. This course is aligned with the Microsoft 365 Certified: Endpoint Administrator Associate certification exams.</p>	3.00
1015114000	<p>IT Security</p> <p>This course explores the threats, attacks, and vulnerabilities to an organization's devices, applications, and infrastructure throughout the enterprise. Tools, techniques, and technologies will further the exploration that help assess, secure, and monitor organizational assets as well as respond, investigate, and recover from incidents. This course is aligned with the CompTIA Security+ certification exam.</p>	3.00
1015018000	<p>Windows Server</p> <p>This course explores enterprise server operating system installation, configuration, access, networking, management, and availability. This course is aligned with the Microsoft 70-740: Installation, Storage, and Compute with Windows Server 2016 certification exam.</p>	3.00

#### TERM 4

Course #	Course Title	Credits
1080919900	<p>Psychology of Human Relations</p> <p>Focuses on improving personal and job-related relationships through understanding and applying sound psychological principles. Topics include self-concept, motivation, emotions, stress management, conflict resolution, and human relation processes.</p>	3.00
1080119700	<p>Technical Reporting</p> <p>Teaches preparation and presentation of written, oral, and multi-media technical reports. Prerequisite: 1080119500 Written Communication (C or better) or 2080121900 English Composition I (C or better).</p>	3.00
1015416500	<p>Project Management</p> <p>This course explores project management principles and practices, including project initiation, project team roles and responsibilities, the Work Breakdown Structure (WBS), project schedule creation, resource planning and management, project budget and risk plan definition, project communications, change request processing and procurement documents, and project tools and documentation. This course is aligned with the CompTIA Project+ certification exam.</p>	3.00
1015711000	<p>VMware Data Center Virtualization</p> <p>This course explores installation, configuration, management, monitoring, and maintenance of a virtualized computing environment in the enterprise. This course is aligned with the VMware Certified Professional - Data Center Virtualization (VCP-DCV) certification exam.</p>	3.00
1015014500	<p>Cisco Networking 3</p> <p>This course explores enterprise networking security, OSPF and OSPFv2, ACLs, NAT services, WAN access technologies, VPNs, QoS, management, scalability, virtualization, and automation. This course is the third of three aligned with the Cisco CCNA (200-301) certification exam.</p>	3.00

Course #	Course Title	Credits
1089010300	Professional Career Management This course will cover identification of individual interests and the occupations they align with, finding employment, creating a resume and cover letter, participating in an interview, and best practices for maintaining professional employment.	1.00

**Total Credits: 63.00**

Talk with a Success Coach about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

## At A Glance

### How You'll Learn

### Term Start Dates

**Fall 2023:** September 5

**Spring 2024:** January 8

**Summer 2024:** May 6

Start dates represent the beginning of a new term. Certain programs or courses may not be available to start every term. Please view the [course schedules](#) for a list of upcoming classes or contact the Welcome Center at 715-365-4493.

[VIEW FULL ACADEMIC CALENDAR](#)

Program Tuition\*

**\$9,816**

Books & Supplies\*

**\$1,029**

\*Total cost for degree completion is estimated by current course requirements, books, and supplies. Tuition and fees are set by the Wisconsin Technical College System and subject to change.

Financial Aid Eligible

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## What You'll Learn

- Manage information technology hardware
  - Manage software
  - Support computer networks
  - Provide end user support
  - Solve information technology problems
  - Demonstrate customer service skills as an IT professional
  - Demonstrate the ability to write interactive programs using a web interface
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## Transfer Opportunities

Take a look at our transfer agreements to seamlessly transfer your degree to a 4-year university.

[LEARN MORE ABOUT TRANSFERRING](#)

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## Your Potential Careers

- Computer Support Specialist
  - Technical Support Specialist
  - Help-Desk Technician
  - Network Administrator
  - Systems Administrator
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## Median Annual Salary

\$47,206	\$48,426	\$49,893
Local	State	National

Lightcast 2023.1

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## Get Started

Your application can be submitted online, it takes just a few minutes to complete.

[APPLY NOW](#)