NICOLET COLLEGE

IT Computer Support Specialist

Associate of Applied Science

The Computer Support Specialist Associate Degree prepares 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.

Program Outline

TERM 1

Course #	Course Title	Credits
1010312500	MS Outlook This course will cover creating and managing email messages, calendars, contacts, and tasks using Microsoft Outlook.	1.00
1010312600	MS Excel Beginning This course will cover creating a worksheet and chart; application of formulas, functions, and formatting; and working with large worksheets, charting, and what-if analysis using Microsoft Excel.	1.00
1080119500	Written Communication 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
1015110500	Digital Literacy with Cyber Security This course will cover identifying and differentiating between major computer components, Microsoft Windows operating system and application operations, computing environment issue troubleshooting, making connections between office network devices, file management, and basic cybersecurity threats and best practices.	1.00
1015011400	Network+ Fundamentals This course explores network cabling and hardware devices, switching and routing, security, addressing, Ethernet and wireless, LANs and WANs, operations and management, and optimization and troubleshooting.	3.00
1015417700	Web Programming Fundamentals 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
1015211500	Database Fundamentals 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.	3.00

TERM 2

Course #	Course Title	Credits
1080412300	Math with Business Applications Covers real numbers, basic operations, linear equations, proportions with one variable, percent, simple interest, compound interest, annuity, applying math concepts to the purchasing/buying/selling processes, and basic statistics with business and consumer applications. Prerequisite: Accuplacer Algebra score >=35 or ACT Mathematics score >=18.	3.00
1080919500	Economics 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.	3.00
1015212000	Introduction to Programming 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.	3.00
1015414000	A+ Computer Essentials This course explores computer hardware, operating systems, software, networking, troubleshooting, virtualization, and security concepts.	3.00
1015114000	IT Security 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.	3.00

TERM 3

Course #	Course Title	Credits
1080119600	Oral Interpersonal Communication Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
1015015000	Windows Client This course explores enterprise client operating system installation, configuration, performance, access, management, and protection. Prerequisite: 1015414000 A Plus Computer Essentials (C or better).	3.00
1015018000	Windows Hybrid Server Core Infrastructure This course explores enterprise server operating system on-premises server, cloud and Azure concepts, IP address management, DNS implementation, Active Directory, Group Policy, hybrid server and workload management, storage and file service managment, virtualization and containers, and network connectivity. Prerequisites: 1015011400 Network Plus Fundamentals (C or better) and 1015015000 Windows Client (C or better) (concurrent enrollment allowed).	3.00
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

Course #	Course Title	Credits
1015113500	Pen Testing + This course explores security penetration testing, system hacking, malware and sniffers, reconnaissance and enumeration, session hijacking and DoS, firewalls and honetypots, SQL injections and cryptography, and more.Prerequisites: 1015114000 IT Security (C or better) and 1015011400 Network Plus Fundamentals (C or better).	3.00
1015113000	Cybersecurity Analyst This course explores security penetration testing, system hacking, malware and sniffers, reconnaissance and enumeration, session hijacking and DoS, firewalls and honeypots, SQL injections and cryptography and more.	3.00

TERM 4

Course #	Course Title	Credits
1080919900	Psychology of Human Relations 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.	3.00
1015416500	Project Management 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.	3.00
1015013000	CCNA Networking 1 This course explores enterprise networking concepts, Cisco devices, IPv4 and IPv6 addressing, switching, and IPv4 and IPv6 routing. Prerequisite: 1015011400 Network Plus Fundamentals (C or better).	3.00
1015014500	CCNA Networking 2 This course explores enterprise networking wireless networks, WAN implementation, advanced switching, access control lists (ACLs), management, security, and cyptography. Prerequisite: 1015013000 CCNA Networking 1 (C or better). better).	3.00
1015417000	Help Desk Fundamentals 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.	3.00

Total Credits: 61.00

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

Next Academic Start Dates

11
JAN

Spring 2027 Term Starts

15
MAR

Additional Spring 2027 Start for Select Courses

VIEW FULL CALENDAR

Program Tuition*

$10,045

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

▸ Potential Indirect Costs

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

Transfer Pathways

Are you planning to earn a bachelor's degree? Learn about the transfer pathways offered through Nicolet College.

LEARN MORE ABOUT TRANSFERRING

Your Potential Careers

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

Median Annual Salary

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

Lightcast 2023.1

Get Started

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

APPLY NOW