

IT COMPUTER SUPPORT SPECIALIST

About the Computer Support Specialist Program

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.

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.

PROGRAM OUTLINE

COURSE #	COURSE TITLE	CREDITS
1010210600	Orientation	1.00
	10102106C01 Explores student readiness 1.00	
1015011400	Networking 1	3.00
	10150114C01 Differentiate between various networking equipment and how data flow through the network using both the OSI and TCP/IP models 0.50	
	10150114C02 Explain ethernet and how devices communicate on the network 0.50	
	10150114C03 Perform basic device configuration to setup and maintain network communication 0.50	
	10150114C04 Design ip addressing schemes to include classful and classless subnetting 0.75	
	10150114C05 Explain TCP/IP suite protocols 0.25	
	10150114C06 Build a small network 0.50	
1015414000	PC Maintenance and Troubleshooting	3.00
	10154140C01 Assemble and maintain computer hardware 1.00	
	10154140C02 Install, configure, and manage a windows operating system 0.50	
	10154140C03 Implement basic networking concepts on a computer system 0.50	
	10154140C04 Explore mobile devices and mobile operating systems 0.25	
	10154140C05 Manage printers and peripheral devices 0.25	
	10154140C06 Examine and maintain basic security on a computer system 0.25	
	10154140C07 Introduce troubleshooting and professionalism 0.25	
1010712700	IT Careers	1.00
	10107127C01 Explore IT career readiness 1.00	
1010311500	MS Word Beginning	1.00
	10103107C01 Create a flyer, research paper, and business letter using a word processing software. 1.00	

COURSE #	COURSE TITLE		CREDITS
1010312600	MS Excel Beginning		1.00
	10103107C02	Create worksheets with an embedded chart, formulas, and If statements	1.00
1010314900	MS Visio		1.00
	10103149C01	Create profession ready business diagrams and flow charts	1.00
1015416500	Project Management		3.00
	10154165C01	Summarize the concepts, tools and techniques of project management	3.00
1015212000	Introduction to Programming		3.00
	10152120C01	Develop a basic Visual Basic Program	1.50
	10152120C02	Develop a basic JAVA Program	1.50
1015211500	Database Fundamentals		3.00
	10152115C01	Demonstrate the ability to design and implement efficient relational database structures	1.00
	10152115C02	Apply security features to database	0.50
	10152115C03	Create commonly used documents as they relate to relational databases	1.00
	10152115C04	Develop databases requirements for an information system	0.25
	10152115C05	Demonstrate administrator's role and responsibilities in a database	0.25
1015417700	Web Programming Fundamentals		3.00
	10154177C01	Develop basic static web page	0.75
	10154177C02	Link web pages together to create a website	0.75
	10154177C03	Implement styles on a web page using CSS	0.75
	10154177C04	Create a Capstone Website	0.75
1080119500	Written Communication		3.00
	10801195C01	Apply conventional elements of formal writing	1.00
	10801195C02	Craft effective persuasive formal writing	1.00
	10801195C03	Synthesize out sources with formal writing	1.00
1080412300	Math with Business Applications		3.00
	10804123C01	Compute basic mathematic operations needed in business	1.00
	10804123C02	Apply mathematics related to finance	1.00
	10804123C03	Apply mathematics in business decision process	1.00

COURSE #	COURSE TITLE	CREDITS
1080119600	Oral Interpersonal Communication	3.00
	10801196C01 Demonstrate effective oral communication	0.50
	10801196C02 Demonstrate effective oral interpersonal skills	2.50
1080119700	Technical Reporting	3.00
	10801197C01 Demonstrate effective technical writing skills for an IT business setting	1.50
	10801197C02 Present informal and formal reports	1.50
1080919500	Economics	3.00
	10809195C01 Identify and understand foundational economic theory and principles using current dynamic industry scenarios	1.00
	10809195C02 Assess and critique macro-economic indicators as related to industry sectors	1.00
	10809195C03 Connect and critique current and future economic policy implications at national and global levels as related to the IT industry	1.00
1080919900	Psychology of Human Relations	3.00
	10809199C01 Stress in everyday life self-analysis	0.50
	10809199C02 Relationship making or break review	0.50
	10809199C03 Successful groups identification	1.00
	10809199C04 Individual professional profile	1.00
1089010300	Professional Career Management	1.00
	10890103C01 Develop an individualized, results-oriented job search strategy.	3.00
1015417000	Help Desk Fundamentals	3.00
	10154170C01 Investigate Computer User Support	0.75
	10154170C02 Develop customer service skills	0.50
	10154170C03 Develop troubleshooting skills for solving hardware and software problems	0.50
	10154170C04 Investigate Help Desk Operation and software used in Help desk Operations	0.75
	10154170C05 Develop a training module	0.50
1015415500	Microcomputer Operating Systems	3.00
	10154155C01 Manage and troubleshoot hardware and various configuration	0.75
	10154155C02 Manage Desktop Network Configurations and Applications	0.50
	10154155C03 Manage users, system access, and resource sharing	0.75
	10154155C04 Manage Windows Installation and Deployment options	0.50
	10154155C05 Implement System Management and Protection	0.50

COURSE #	COURSE TITLE	CREDITS
1015013000	Networking 2	3.00
10150130C01	Summarize and configure Routers and Routing protocols	0.50
10150130C02	Configure switches to include access methods and VLANs	0.50
10150130C03	Configure Access Control Lists	0.50
10150130C04	Configure Routers to perform DHCP and Network Address translation	0.75
10150130C05	Manage and Maintain Devices on the network	0.25
1010712800	Introduction to Security	3.00
10107128C01	Investigate basic security concepts	0.75
10107128C02	Identify Policies and procedures to maintain business continuity	0.50
10107128C03	Investigate network threats and countermeasures to protect information systems	0.50
10107128C04	Implement measures to protect applications and data	0.50
10107128C05	Examine compliance standards in different business settings/environments	0.75
1015014700	Emerging Network Technologies	3.00
10150147C01	Install and Configure vCenter and ESXi servers	0.50
10150147C02	Configure Networking for a virtual infrastructure	0.50
10150147C03	Implement a storage solution for a Virtual infrastructure	0.50
10150147C04	Deploy and Administer virtual machines and vApps	0.50
10150147C05	Manage clusters, fault tolerance, and backup and restore in a virtual infrastructure	0.50
10150147C06	Perform basic troubleshooting in a virtual infrastructure	0.25
10150147C07	Design alarms and triggers to monitor Servers, virtual machines and operations	0.25
1015018000	Server Operating Systems	3.00
10150180C01	Explore server versions, install and configure Servers	0.50
10150180C02	Implement basic virtualization using Hyper-V on a server operating system	0.25
10150180C03	Install and administer Active directory and components	1.00
10150180C04	Implement and manage group policy to control the server environment	0.75
10150180C05	Configure networking and supporting network services to the server operating system	0.50

COURSE #	COURSE TITLE	CREDITS
1015016600	Wireless Technologies	3.00
10150166C01	Summarize Radio Frequency (RF) Fundamentals and 802.11 Technology	0.50
10150166C02	Implement and Operate a Wireless Network	1.00
10150166C03	Implement a VPN network and connect mobile devices to the VPN network	1.00
10150166C04	Troubleshoot common device, application, and connectivity issues	0.50

Total Credits: 63.00

Talk with an Academic Advisor 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

Flexible Options



ON CAMPUS ONLINE CLASSES MULTIPLE START DATES PERSONALIZED PACE

2019 Start Dates

January 16	April 15	September 9
February 4	June 6	October 7
March 4	July 1	November 4
April 1	September 4	

2020 Start Dates

January 8	March 2	June 1
January 15	May 8	July 6
February 3	May 11	

What is Competency-Based Education?

Competency-Based Education (CBE) is learning at your own pace by mastering competencies through demonstration. Once all competencies for a program have been assessed and mastered, students will earn a certificate, diploma, or degree.

[LEARN MORE ABOUT CBE](#)

Approximate Cost

\$8,454*

Financial Aid Eligible

*Based on 10-level courses - materials, books, and fees may be additional

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.

Your Potential Careers

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

Median Annual Salary

\$41,829	\$46,987	\$49,442
Local	State	National

EMSI 2018.3

Get Started

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

APPLY NOW