

IT USER SUPPORT TECHNICIAN

About the IT User Support Technician Program

Provides students the skills necessary to support computer users and their computers. Students will manage, configure and troubleshoot common computer hardware and software issues, configure and troubleshoot network access, and develop customer service skills. This diploma will prepare the student for the CompTIA A+ certification, exams 220-801 and 220-802.

PROGRAM OUTLINE

COURSE #	COURSE TITLE	CREDITS
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
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
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
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
1080119600	Oral Interpersonal Communication	3.00
10801196C01	Demonstrate effective oral communication	0.50
10801196C02	Demonstrate effective oral interpersonal skills	2.50

Total Credits: 15.00

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

\$2,013*

*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

Get Started

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

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