

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
1015011400	Networking 1 This course is designed as an introduction to data network technology. It is the first in a series of two courses leading toward Cisco Certified Entry Network Technician (CCENT). Students will gain a basic understanding of routers and switches, their function and how to perform initial configurations in the Internetwork Operating System (IOS) of these devices. Students will setup various LAN hardware to implement a workable local area network to include, subnetting and variable length subnetting. Student will gain a solid foundation in network standards using both the OSI and TCP/IP reference models.	3.00
Competencies		
10150114C01	Networking 1A This course will explore what a network is in today's world, identify the various networking equipment needed to allow devices to communicate, and introduce the student to how data travels across the network.	0.50
10150114C02	Networking 1B This course will investigate how devices access a network to include the topologies that they use and the network media required to access the network. You will also understand how Ethernet works, what the function is of switches on the network and how the ARP process works to ensure communications on the network.	0.50
10150114C03	Networking 1C This course will explore the Cisco IOS and basic commands, it will look in depth at the network layer of the OSI model and the protocols that reside there. The student will learn initial router and switch commands for configuring interfaces, the boot process of the IOS and the routing process for routers for internetwork communication.	0.50
10150114C04	Networking 1D This course take an in depth look at IP addressing on the Network using both classful and classless (VLSM) addressing Schemes. It explores both IPv4 and IPv6 address schemes.	0.75
10150114C05	Networking 1E This course will explore the Transport, Session, Presentation and Application layers of the OSI model and the protocols that reside at each layer.	0.25
10150114C06	Networking 1F This course will explore network design, Basic Network Security, Network testing and verification tools, and Network troubleshooting tools and techniques.	0.50

COURSE #	COURSE TITLE	CREDITS
1015414000	PC Maintenance and Troubleshooting Students will maintain and troubleshoot PC hardware and peripherals, as well as configure and upgrade PC components and modules. Students will also learn to maintain and troubleshoot PC operating systems.	3.00
Competencies		
10154140C01	PC Maintenance and Troubleshooting A This course will explore various hardware and firmware components and configurations of a personal computer resulting in the selection of components, assembly, and booting of a computer.	1.00
10154140C02	PC Maintenance and Troubleshooting B This course will examine modern network operating systems and explore their installation, configuration, troubleshooting, and preventive maintenance techniques.	0.50
10154140C03	PC Maintenance and Troubleshooting C This course will examine basic networking principles, standards, concepts, and technologies and explore applied networking concepts and technologies.	0.50
10154140C04	PC Maintenance and Troubleshooting D This course will examine laptop and mobile device component installation and configuration, preventative maintenance techniques, operating systems, security, connectivity, and e-mail.	0.25
10154140C05	PC Maintenance and Troubleshooting E This course will examine printer features, types, installation, configuration, sharing, maintenance, and troubleshooting.	0.25
10154140C06	PC Maintenance and Troubleshooting F This course will examine security treats and procedures, preventative maintenance techniques, and a basic security troubleshooting process.	0.25
10154140C07	PC Maintenance and Troubleshooting G This course will examine communication skills in the IT profession, ethical and legal issues in the IT industry, and troubleshooting in IT.	0.25
1015415500	Microcomputer Operating Systems	3.00

COURSE #	COURSE TITLE	CREDITS
	Students will learn the desktop operating systems most commonly used in business. Students will manage the secure the system resources through the operating system. Peer-to-peer and simple client-server networks will be implemented. The student will also learn to install and manage various peripheral devices with the operating systems. Prerequisites: 1015011400 Networking 1 (C or better) and 1015414000 PC Maintenance and Troubleshooting (C or better).	
	Competencies	
10154155C01	Microcomputer Operating Systems A This course will investigate how to manage and troubleshoot the hardware and configurations on a desktop workstation. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.75
10154155C02	Microcomputer Operating Systems B This course will explore how to manage and configure the network setting and application for a workstation. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154155C03	Microcomputer Operating Systems C This course will investigate how to manage users and their access to systems and resources on a network and the local workstation. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.75
10154155C04	Microcomputer Operating Systems D This course will explore various options for deploying workstations into the network infrastructure. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154155C05	Microcomputer Operating Systems This course will look at how to manage, monitor, and protect the workstation in the network infrastructure. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
1015417000	Help Desk Fundamentals	3.00

COURSE #	COURSE TITLE	CREDITS
	Students will gain knowledge and experience in applying the techniques used in problem troubleshooting, end-user support, and customer service. Students will also become familiar with and apply the tools used in user supply and help desk operations. Prerequisites: 1015011400 Networking 1 (C or better) and 1015414000 PC Maintenance and Troubleshooting (C or better).	
	Competencies	
10154170C01	Help Desk Fundamentals A This course will introduce you to the concept of IT service management and the ITIL framework used by many IT departments today. Prerequisites: 10150114C06 Networking 1F (B or better) and 10154140C07 PC Maintenance and Troubleshooting G (B or better).	1.00
10154170C02	Help Desk Fundamentals B This course will explore the customer and the personality types of different customers and how to interact with different customers under various situations. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154170C03	Help Desk Fundamentals C This course will investigate troubleshooting tactics to solve everyday IT issues in business today. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154170C04	Help Desk Fundamentals D This course will investigate software used to manage IT departments and the data day job tickets that IT professional encounter. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154170C05	Help Desk Fundamentals E This course will explore the process of developing and presenting a viable training session. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
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
	Competencies	
10801196C00	Oral Interpersonal Communication Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
2081020100	Fundamentals of Speech Examines theory and process of communication, the role of speech in self-development, the art of persuasion, topic selection, the use of research-based evidence, and audience analysis. Includes organizing speech content, speech delivery, and critique via presentation of informative and persuasive speeches and development of effective extemporaneous speaking style. Students gain self-confidence, proficiency, and poise.	3.00

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

How You'll Learn



ONLINE CLASSES MULTIPLE START DATES FLEXIBLE PACE

2021 Start Dates

January 6	May 7	September 1
February 1	June 7	October 4
March 1	July 5	November 1

2022 Start Dates

January 5	March 1	June 6
February 7	May 2	July 11

[VIEW FULL ACADEMIC CALENDAR](#)

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

\$2,264*

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

What You'll Learn

- Support and maintain desktop computer hardware
- Support and maintain desktop computer operating systems
- Manage desktop network access
- Demonstrate customer service skills

Your Potential Careers

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

Median Annual Salary

\$43,237	\$48,914	\$50,966
Local	State	National

EMSI 2020.1

Get Started

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

[APPLY NOW](#)