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Academic Year: 2020-2021

Computer Support Specialist - IT Associate Degree

Program Code 101543

The demand for computer support specialists is growing as the number of computers and their level of complexity rise, according to the U.S. Department of Labor. As a Computer Support Specialist- IT program graduate, you're prepared for a variety of careers including IT consultant, help desk/support specialist, PC programmer, computer sales representative, IT trainer, network assistant, desktop application developer, and PC repair technician.

**Average
Starting Salary**
\$40,000.00

FT Median Annual Wage

94%
**Graduate
Employment**

With 76% Employed in Field

Job Openings:
35*

Locations

Offered at the Green Bay and Marinette campuses. For information in Green Bay: (920) 498-5444. For information in Marinette: (715) 735-9361. Toll-free: (888) 385-6982.

This program is fully eligible for financial aid.

Follow Your Path

All credits from the following technical diploma(s) apply toward this associate degree:

- . Computer Support Technician - IT, 311546,

All credits from the following certificate(s) apply toward this associate degree:

- . Computer Support, 901542



Requirements for Program Entry

- Completed application.
- High school transcript or equivalent. For a list of equivalents, go to www.nwtc.edu/gettingstarted.
- One year of high school algebra completed.
- Ability to use computer keyboard and mouse.
- To be admitted to this program, learners must achieve a prior cumulative high school or college grade point average of 2.6 or higher OR a satisfactory academic skills assessment score. College grade point average must be based on 15 credits or more. To learn more about starting this program, please contact an academic advisor at (920) 498-5444 or (888) 385-6982.

CURRICULUM

Students following the study plan below will complete the Computer Support Specialist Associate Degree in the number of semesters shown.

FIRST SEMESTER

10-890-101 College 101	1
10-154-160 IT:Support:Software-Intro	3
10-154-150 IT:Support:Hardware-Intro	3
10-150-175 IT:Network: Network Essentials	3
10-804-133 Math & Logic	3
10-101-106 Accounting-for Non-Accountants	3
10-801-136 English Composition 1	3
SEMESTER TOTAL	19

SECOND SEMESTER

10-154-153 IT:Support:Oper Sys & Data Com	3
10-801-196 Oral/Interpersonal Comm	3
10-154-190 IT:Support:Help Desk/User Sup	2
10-102-158 Business Principles	3
10-801-197 Technical Reporting	3
10-152-185 Website Coding	3
10-105-101 Career Planning	1
SEMESTER TOTAL	18

THIRD SEMESTER

10-152-163 IT:Network:Cisco 1	3
OR	
10-150-165 IT:Network:Microsoft Server 1	3
10-152-163 IT:Program:Visual Basic	3
10-107-194 IT:Documentation	2
10-154-157 IT:Support:Advanced Projects	3
10-154-125 IT:Web:Database Development	3
10-105-103 Career Preparation	1
10-809-172 Intro to Diversity Studies	3
SEMESTER TOTAL	18

FOURTH SEMESTER

10-152-184 IT:Web:Programming-SQL	3
10-154-171 IT:Support:Integration-VBA	3
10-809-198 Intro to Psychology	3
10-107-195 IT:Training	2
10-154-199 IT:Support: Career Experience	2
10-809-195 Economics	3
SEMESTER TOTAL	16

TOTAL CREDITS

71

Curriculum Note

A student desiring a strong financial background or a student planning to double major in Accounting is advised to substitute the four credit Accounting 1 (10-101-110) for the three-credit Accounting for Non-Accountants (10-101-106). To discuss this further, please contact an NWTC academic advisor.

. The credit for 10-890-101, College 101 is an Institutional Requirement for graduation. Consequently, it is not part of the program requirements, but must be passed with a C.

* Program-related job openings, full- and part-time, within our district, via EMSI. Many programs have additional job opportunities outside of district. Learn more at www.nwtc.edu/graduatesuccess

Course Descriptions

- 10-890-101 COLLEGE 101 ...Students will utilize digital tools and resources to assess, explore, practice, apply, and evaluate both employability and learning skills. By establishing NWTC cultural values as hallmarks of success in academic, career, and personal settings the course encourages reflective, personalized development of a growth mindset and emphasizes the importance of making wise choices. To maximize the return on investment, students should take this course in their first semester as it identifies key expectations (hidden rules) of higher learning and professional employment.
- 10-154-160 IT:SUPPORT:SOFTWARE-INTRO ...an introductory course for the Computer Support Specialist program and covers the fundamental capabilities and functions of Windows, Word, Excel, Power Point, and Access.
- 10-154-150 IT:SUPPORT:HARDWARE-INTRO ...computer network terminology, component identification, computer/peripheral configuration and maintenance, basic operating systems concepts and installations, basic networking concepts and configurations and troubleshooting using the Cisco IT Essentials curriculum.
- 10-150-175 IT:NETWORK:NETWORK ESSENTIALS...develop the knowledge, skills, process, and understanding of client OS installation, configuration, administration, and troubleshooting; network connectivity; standard system maintenance procedures; command line introduction; and basic PowerShell script writing.
- 10-804-133 MATH & LOGIC ...Students will apply problem solving techniques from discrete mathematics. Topics include symbolic logic, sets, algebra and base number systems (Prerequisite: Accuplacer Arith score greater/equal to 65 AND Rdg score greater/equal to 55; OR ACT Math score greater/equal to 15 AND ACT Rdg score greater/equal to 16; OR prep courses-contact academic advisor 920-498-5444).
- 10-101-106 ACCOUNTING-FOR NON-ACCOUNTANTS ...teaching non-accountants to read, analyze, and interpret financial information for making informed business decisions. This class de-emphasizes the use of debits, credits, journal entries and other accounting procedures.
- 10-801-136 ENGLISH COMPOSITION 1 ...learners develop knowledge/skills in planning, organizing, writing, editing. Students will also analyze audience/purpose, use elements of research, format documents using standard guidelines, and develop critical reading skills. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 75; OR ACT Rdg score greater/equal to 16 AND Eng greater/equal to 18; OR preparatory courses-contact academic advisor at 920-498-5444)
- 10-154-153 IT:SUPPORT:OPERATING SYSTEMS AND DATA COMMUNICATION ...core OS operation, configuration of desktop/network OS, system security/audit policy, data communications, network topologies, convergence technologies, mobile applications, virtual desktop management and advanced scripting. (Prerequisites: 10-150-175, IT:Network:Network Essentials; 10-154-150, IT:Support:Hardware-Intro)
- 10-801-196 ORAL/INTERPERSONAL COMMUNICATION ...the communication process, perception and self-concept, language, listening, nonverbal communication, interpersonal relationships, communication in groups and public communication; prepare and deliver an oral presentation. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills score greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English score greater/equal to 16; OR preparatory course-contact an academic advisor at 920-498-5444)
- 10-154-190 IT:SUPPORT:HELP DESK/END USER SUPPORT ...describe the role of the help desk in technology support, use terminology, processes, and tools, and demonstrate the use of business, technical, communication, and self-management skills required for help desk support professionals.
- 10-102-158 BUSINESS PRINCIPLES ...economics and business; global business; ethics and social responsibility; types of business ownership; entrepreneurship; role of management: operations management; human resources; marketing; managing financial resources and legal issues impacting business.
- 10-801-197 TECHNICAL REPORTING ...principles of report writing and correspondence, proposals, feasibility reports, progress reports, investigation reports, evaluation reports, meeting reports, memos, and correspondence. (Prerequisite: 10-801-136, English Composition I OR 10-801-195, Written Communication with "C" or better)
- 10-152-185 WEBSITE CODING ...create code for generating the structure, function, and design of static websites using standards-based HTML5 and CSS3; validate code; test multi-browser and multi-device functionality.
- 10-105-101 CAREER PLANNING ...experiential learning introduction. Learn how personal branding allows candidates to differentiate themselves from the competition through appearance, personality, and marketing competency. Career portfolio introduced. (Corequisite: 10-890-101, College 101)
- 10-150-163 IT:NETWORK:CISCO 1 ...cable characteristics and termination, structured cabling systems, OSI reference model, IP addressing and subnetting, network architectures and basic protocols, Ethernet switches, basic router operation and configuration.

10-150-165 IT:NETWORK:MICROSOFT SERVER 1 ...Acquire necessary skills for supporting and configuring Windows Server including installation and configuration of an Active Directory Domain. Account administration, group policy management and core server roles and features are identified while preparing for MCSA Exam 70-410. (Prerequisite: 10-150-175, IT:Network:Network Essentials)

10-152-163 IT:PROGRAM:VISUAL BASIC ...introduction to programming using the Visual Basic.NET programming language. Program definition and design, form design, and the coding, testing, and debugging of programs are covered. (Prerequisites: 10-150-175, IT:Network:Network Essentials; 10-154-160, IT:Support:Software-Intro; 10-804-133, Math & Logic)

10-107-194 IT:DOCUMENTATION ...plan documentation content and delivery methods; develop online, context-sensitive written documentation, become familiar with ISO 9000 standards, package PDF files, and create compiled help modules. Proficiency using Word required. (Prerequisite: 10-801-136, English Composition 1 or equivalent)

10-154-157 IT:SUPPORT:ADVANCED PROJECTS ...PC hardware, software, O.S. configuration, maintenance, IT resources, malware, bootable and unattended install media, data backups, disaster recovery plans, troubleshooting, virtualization, RAID storage, server farm build, emerging technologies. (Prerequisite: 10-154-153, IT:Support:Operating Systems & Data Communication)

10-154-125 IT:WEB:DATABASE DEVELOPMENT ...database uses, database terminology, analyzing information requirements, data models, database design phases, entity relationships, normalization processes, database management systems, database objects, development environments, creating tables, writing queries using SQL, testing.

10-105-103 CAREER PREPARATION ...create professional resume and cover letter, prepare for interviews, understand interviewing techniques, participate in a mock interview. (Prerequisites: 10-105-101, Career Planning; 10-801-136, English Composition 1)

10-809-172 INTRO TO DIVERSITY STUDIES...basic American values of justice and equality by teaching vocabulary, history of immigration/conquest, transcultural communication, legal liability, multicultural majority/minority relations, ageism, sexism, gender, sexual orientation, the disabled/ADA. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English greater/equal to 15; OR 10-831-107, College Reading and Writing with a B or better)

10-152-184 IT:WEB:PROGRAMMING-SQL ...write queries in a relational database: creating tables, setting primary/foreign keys, populating tables, manipulating data and reporting. Explore join types, stored procedures, functions, and database administration SQL statements. (Prerequisite: 10-154-125, IT:Web:Database Development)

10-154-171 IT:SUPPORT:INTEGRATION-VBA ...this course covers the use of Visual Basic for Applications (VBA) to automate operations using the object model of the Microsoft Excel application; integration of Excel with Microsoft Word, Outlook, Access, and PowerPoint applications/objects; fundamental programming constructs and data manipulations. (Prerequisites: 10-154-160, IT:Support:Software-Intro; 10-152-163, IT:Program:Visual Basic)

10-809-198 INTRODUCTION TO PSYCHOLOGY ...survey of theoretical foundations of human behavior such as sensation and perception, motivation, emotions, learning, personality, psychological disorders, therapy, stress, and human diversity in personal, social and vocational settings. (Prerequisite: Cumulative GPA of 2.6 or greater OR satisfactory reading and writing assessment scores OR 10-831-107, College Reading and Writing 1 with "B" or better OR Corequisite: 10-831-102, English Comp Prep)

10-107-195 IT:TRAINING ...effective presentation skills, plan training content and delivery methods, write lesson plans, provide training materials, conduct training sessions, and assess learners' grasp of stated objectives. (Prerequisites: 10-154-160, IT:Support:Software-Intro OR 10-152-173, IT:Program:Part 1 (C#))

10-154-199 IT:SUPPORT: CAREER EXPERIENCE...Students can select any hands on experience related to: Internship, Field Research, Service Learning, Simulations, Capstone, Industry Related, or International. Instructor approval required. (Prerequisite:10-105-103, Career Preparation)

10-809-195 ECONOMICS ...scarcity, resources, alternative economic systems, growth, supply and demand, monetary and fiscal policy, inflation, unemployment, and global economic issues. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English greater/equal to 15; OR 10-831-107, College Reading and Writing with a B or better)