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**Computer Support Technician Program**

**Course Curriculum**

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| **Semester 01**   (Tuition: $2,420  Books: $640-$1,190) | | |
| **Course #** | **Course Title** | **Credits** |
| 10-103-106 | Beginning Microsoft Excel | 1 |
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| Credits: 1 Lecture Hours: 18 This course is an introduction to Microsoft Excel. Students will learn the basic features to produce basic worksheets and charts. Other topic areas covered include formatting, formulas, built-in functions used to design functional worksheets to solve business problems. Basic experience with Windows is assumed. | | |
| 10-103-111 | Beginning Microsoft Access | 1 |
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| Credits: 1 Lecture Hours: 18 This course is an introduction to Microsoft Access. In the four assigned units, you will learn the purpose and business use for a database, database terminology, and how to create and work with Access tables, queries, forms, and reports. Basic experience with Windows is assumed. | | |
| 10-103-118 | Intermediate Microsoft Excel | 1 |
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| Credits: 1 Lecture Hours: 18 This course is introduces intermediate level features of Microsoft Excel. Students will learn to use relative & absolute reference formulas and functions, manage workbooks using multiple worksheets, create custom templates and use pivot tables effectively. | | |
| 10-107-191 | IT Concepts | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 Learners will utilize a Raspberry Pi, an inexpensive credit card-sized single-board computer, to explore information systems, operating system management, GUI, and command-line interfaces, hardware components, and use of file systems, files and file attributes and data communications. Learners will also be introduced to the many career opportunities in the Information Technology profession which employs over 6 million individuals across a range of industries, from manufacturing, banking and finance, transportation, healthcare and education. | | |
| 10-150-130 | Linux Essentials | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 The learner will practice the fundamentals of the Linux operating system and command line, and basic open source concepts. Learners will be able to comprehend how Linux is used and the basics of the command line. The learner will also apply troubleshooting skills using the built-in Linux command line help. This course builds the foundational knowledge for progressively mastering the manipulation of Linux file systems, scripting, and security. The learner will be introduced to all of the objectives of the LPI Linux Essentials industry certification exam. | | |
| 10-154-101 | Comp TIA A+ Essentials | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 Students will develop required skills and techniques that meet the competencies in the six domains required to pass the industry certification exam. Students will learn a technical understanding of computer technology and hardware, troubleshooting/repair/maintenance, operating systems, networking, security, and operational procedures including communication skills and professionalism required of all entry-level IT professionals. | | |
| 10-620-156 | Fiber Optic Cabling Technician | 1 |
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| Credits: 1 Lecture Hours: 9 Lab Hours: 18 This course will introduce the learner to the essential knowledge, skills, and abilities required to install and configure fiber optic networking infrastructure in an industrial plant setting. Major topics of study include: using light to transmit information, fiber types, fiber preparation, fiber termination, fiber splicing, fiber inspection and testing, and safety issues and procedures unique to the fiber optic industry. Learners will practice the skills necessary to select, install, terminate, splice, inspect, and test fiber optical cables to EIA/TIA standards using industry standard tools and procedures. This course is a recommended preparation activity for those interested in pursuing the Fiber Optics Association (FOA) Certified Fiber Optic Technician (CFOT) written and hands-on certification exam. | | |
| 10-801-136 | English Composition 1 | 3 |
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| Credits: 3 Lecture Hours: 54 This course is designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing and revising are applied through a variety of activities. Students will analyze audience and purpose, use elements of research and format documents using standard guidelines. Individuals will develop critical reading skills through analysis of various written documents. | | |
| 10-804-133 | Math & Logic | 3 |
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| Credits: 3 Lecture Hours: 54 Students will apply mathematical problem solving techniques. Topics will include symbolic logic, sets, algebra, Boolean algebra, and number bases. | | |
|  |  | **16** |
| **Semester 02**   (Tuition: $2,400  Books: $360-$370) | | |
| **Course #** | **Course Title** | **Credits** |
| 10-107-189 | IT Career Development | 1 |
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| Credits: 1 Lecture Hours: 18 Students will learn job seeking skills and practice appropriate work environment attitudes while projecting a professional image. Students will build a job interview portfolio, participate in mock interviews, and be required to research a particular job and company. Final versions of resumes, cover letters, and follow-up letters will be required. Common interviewing and communication skills required for the IT professional will also be addressed. This is a second-year class for IT students. | | |
| 10-150-115 | Principles of Information Security | 3 |
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| Credits: 3 Lecture Hours: 36 Lab Hours: 36 The learner will have the working knowledge and skills required to identify risk and participate in risk mitigation activities, provide infrastructure, application, operational and information security, apply security controls to maintain confidentiality, integrity and availability. They will also identify appropriate technologies, products, and operate with an awareness of applicable policies, laws and regulations. These skills will prepare the learner for the CompTIA Security+ Certification examination, which is approved by the Department of Defense to meet IAT Level II and IAM Level I requirements as defined in DoD 8570.01-M. Prerequisites: Comp TIA A+ Essentials (10-154-101) | | |
| 10-150-126 | Premises Cabling Technician | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 This course will introduce the learner to the knowledge and skills required in the installation of copper, fiber and wireless networks. An exploration of cabling types, termination techniques, design and testing will be conducted. Learners will practice using the tools and the skills required to terminate copper, fiber and wireless. At the completion of this course, the learner will complete the requirements for the CPCT certification with a written and hands-on examination. | | |
| 10-150-129 | Introduction to Networks | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 In this course learners will install, operate, configure, secure and troubleshoot networks. This is an entry-level networking course that learners will explore the fundamentals of LAN and WAN technologies including routing, switching and wireless. Learners will work directly with Cisco routers and switches configuring IPv4 and IPv6 by implementing switched networks using VLANs, Access Control Lists (ACLs) and routing technologies. | | |
| 10-150-131 | Mac OS Essentials | 1 |
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| Credits: 1 Lecture Hours: 9 Lab Hours: 18 The learner will be introduced to the skills, knowledge, and tools to support and maintain the users of a Mac Operating System connected to a network. The learner will explore Mac OS features and functionality, including how to find more information about the Mac OS. Troubleshooting the Mac OS will also be a skill introduced in this course. | | |
| 10-154-106 | Comp TIA A+ Practical Applications | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 Students will increase their skills and knowledge in which troubleshooting and tools must be applied to resolve problems. Students will develop a working understanding of hardware, operating systems, networking, and security concepts and apply it to problem-solving situations. | | |
| 10-154-108 | IT Help Desk Practicum | 2 |
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| Credits: 2 Lecture Hours: 18 Lab Hours: 36 Students will demonstrate acquired skills by participating in the student-run help desk. Students will be required to schedule jobs, document steps taken and services performed, and open and close tickets under the supervision of an IT instructor Prerequisites: CompTIA A+ Essentials (10-154-101)OR Corequisite: CompTIA A+ Practical Applications (10-154-106) | | |
| 10-801-196 | Oral/Interpersonal Communication | 3 |
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| Credits: 3 Lecture Hours: 54 Students demonstrate competency in speaking, verbal and nonverbal communication, and listening skills through individual presentations, group activities and other projects. | | |
|  |  | **16** |
| **Total Credits: 32** | | |
| **Estimated Total Tuition: $4,820** | | |
| *Additional industry credentialing certification fees may apply.* | | |