



**Part-Time Pathway to Success**

School of Manufacturing, Engineering, and Information Technology

**IT – Computer Support Technician (31-154-6)**

Technical Diploma

**Effective 2023/2024**

The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here.

All courses should be taken in the order shown to help you stay on track and graduate according to your academic plan.

Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.).

R-D = Racine/days, E-E = Elkhorn/evenings, F=Fall, S=Spring, SU=Summer

Term	Course #	Cr.	Course Title	Requisites (prereq- before/ coreq-with)	R-D	E-E
1	890-155	1	📍 Gateway to Success (G2S)		F	F
1	*107-011	3	IT in Business <sup>2</sup>		F	F
1	*150-182	3	IoT: Connecting Devices		F	F
2	*154-119	3	System Software Support <sup>2</sup>	Coreq: 801-136	S	S
2	*107-193	3	🎓 IT Essentials <sup>2</sup>		S	S
2	801-136	3	English Composition 1 <sup>1,2</sup>	Prereq: 831-103 OR 831-107	S	S
3	*154-114	3	Hardware & Software Support <sup>2</sup>	Prereq: 154-119; 107-193	SU	SU
3	*154-122	3	Introduction to Help/Service Desk	Prereq: 107-193; Coreq: 804-135 OR 804-115	SU	SU
3	804-135	3	Quantitative Reasoning <sup>1,2</sup>	Prereq: 834-109	SU	SU
4	*150-145	3	IT Scripting		F	F
4	801-197	3	Technical Reporting	Prereq: 801-136	F	F

**Minimum Program Total Credits Required: 31**

Students interested in continuing into the 10-154-3 IT – Computer Support Specialist program can earn their associate degree by completing an additional 30 credits. Please see your academic advisor for details.

Notes associated with courses (identified by a superscript number at the end of the course title) are located on the back of the sheet.

📍 Mastery of this course will put students on a path to achieve successful degree completion, on-time graduation, and enrich the college experience. Students are required to take this course in their first semester of enrollment. Please see an advisor for details.

🎓 = Milestone Course. Faculty have identified this course as providing a strong foundation for success throughout the program.

(\*) indicates students must achieve a minimum of 2.0 ("C") or above for these major courses to meet graduation requirements.

## IT – Computer Support Technician (31-154-6)

The *IT-Computer Support Technician* program will provide the first step toward a career in IT which focuses on the support of end users. This program is designed to serve as a pathway into the IT-Computer Support Specialist (10-154-3) associate degree program. Students completing this program will have the option to continue into the parent program or become employed directly in the field. Graduates will have opportunities for employment reaching across all industries.

The IT-Computer Support Technician program is comprised of the first two semesters of the IT-Computer Support Specialist associate degree program. Specific course work includes: System Software Support, IT in Business, IT Essentials, Help/Service Desk, Networking/Web Concepts and Technical Reporting.

### Program Learning Outcomes

Graduates will be able to:

1. Provide entry level end user support.
2. Manage operating systems and application software.
3. Support information technology hardware.
4. Provide basic network support for existing network installations.

### Essential Career Competencies

Gateway's six essential career competencies are the general attitudes and skills promoted and assessed by all programs. All Gateway graduates will develop skills in:

- Communication Competence
- Professionalism and Career Management
- Cultural Competence
- Critical Thinking and Problem Solving
- Teamwork and Collaboration
- Technology Competence

### Admission Requirements

1. Students must submit an application and pay \$30 fee.
2. Students must meet one of the following: minimum cumulative high school GPA of 2.6 (unweighted); earned at least 12 college credits with a minimum GPA of 2.0; or complete valid reading, writing, and math placement assessments.

### Graduation Requirements

1. Minimum 31 credits with an average of 2.0 or above.
2. \*Minimum of 2.0 ("C") or above for these major courses.
3. Complete 890-155 Gateway to Success (G2S) in the first semester.

For a complete list of Graduation Requirements, check the Student Handbook or [Graduation Requirements](#).

### Notes

1. Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details.
2. A credit for prior learning assessment is available for this course. For more information, please contact [cfpl@qtc.edu](mailto:cfpl@qtc.edu).

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for one year or take over seven years to complete. Tuition and material fees are determined by the board of the Wisconsin Technical College System. Consult My Gateway for exact fee amounts. Occasionally, the District may offer a particular course out of published sequence. By doing so, the District does not obligate itself to offer succeeding courses out of published sequence.