

COMPUTER TECHNOLOGIES

Technical Support

Technical Support Degree – A25590TS

-Day and Evening

The Information Technology Technical Support curriculum is designed to prepare graduates for employment with organizations that use computers to process, manage, and communicate information. This is a flexible program, designed to meet community information system's needs.

Course work includes computer systems terminology and operations, logic, operating systems, database, data communications/networking, and related business topics. Studies will provide experience for students to implement, support, and customize industry-standard information systems.

Graduates should qualify for a wide variety of computer-related, entry-level positions that provide opportunities for advancement with increasing experience and ongoing training. Duties may include systems maintenance and troubleshooting, support and training, and Security related help desk and support responsibilities.

PROGRAM SEQUENCE

FIRST SEMESTER

ENG 111	Writing and Inquiry	3
CTI 110	Web, Programming and Database Foundations	3
CTI 120	Network and Security Foundations	3
NOS 110	Operating Systems Concepts	3
— —	Social and Behavioral Sciences Elec.	3

SECOND SEMESTER

CTS 115	Information Systems Business Concept	3
CTS 155	Tech Support Functions	3
NOS 130	Windows Single User	3
NOS 230	Windows Admin I	3
MAT 143	Quantitative Literacy	3

Completes IT Foundations Certificate (C25590F)

SUMMER SEMESTER

— —	Major Elective I	3
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THIRD SEMESTER

CTS 135	Integrated Software Intro	4
CTS 255	Advanced Technical Support Functions	3
ENG 114	Professional Research and Reporting	3
NOS 120	Linux / UNIX Single User	3
— —	Major Elective II	2

FOURTH SEMESTER

CTS 288	Professional Practices in IT	3
CTS 118	IS Professional Comm	2
OMT 154	Customer Satisfaction	2
CTS 285	Systems Analysis & Design	3
— —	Major Elective III	2
— —	HUM / FA Elective	3

GENERAL EDUCATION ELECTIVES

Humanities and Fine Arts Electives

(Choose 3 credit hours from the following courses)

ART 111	Art Appreciation	3
HUM 115	Critical Thinking	3
MUS 110	Music Appreciation	3
PHI 240	Introduction to Ethics	3

Social and Behavioral Sciences Electives

(Choose 3 credit hours from the following courses)

ECO 151	Survey of Economics	3
ECO 251	Principles of Microeconomics	3
POL 120	American Government	3
PSY 118	Interpersonal Psychology	3
PSY 150	General Psychology	3
SOC 210	Introduction to Sociology	3

Major Electives (Select 1 option grouping below)

Option 1 – Hardware Support and Repair

CTS 120	Hardware / Software Support	3
CTS 220	Advanced Hardware / Software Support	3
CTS 272	Desktop Support: Apps	3

Option 2 – Networking Support

NET 125	Introduction to Networks	3
NET 126	Routing Basics	3

And one of the following Cisco certificate courses

NET 135	Data Center Networking	3
NET 175	Wireless Technology	3
NET 240	Network Design	3
SEC 150	Secure Communications	3

Option 3 – Cyber Security Support

SEC 110	Security Concepts	3
SEC 160	Security Administration I	3
SEC 210	Intrusion Detection	3

Mixed Elective Options

(Choose a minimum of 7 credit hours from any of the courses listed above or below)

CCT 121	Computer crime Investigations	4
CCT 240	Data Recovery Techniques	3
CSC 139	Visual BASIC Programming	3
CSC 153	C# Programming	3
CSC 226	.NET Programming	3
CTI 140	Virtualization Concepts	3
CTI 240	Virtualization Admin I	3
CTI 241	Virtualization Admin II	3
CTS 210	Computer Ethics	3
DBA 110	Database Concepts	3
DBA 115	Database Applications	3
DBA 120	Database Programming I	3
DBA 130	Intro to noSQL Databases	3
HBI 110	Issues and Trends in HBI	3
HBI 113	Survey of Medical Insurance	3
HBI 210	Data Management and Utilization	3
NOS 125	Linux/UNIX Scripting	3
NOS 220	Linux.UNIX Admin I	3
OST 137	Office Software Applications	3
OST 141	Med Terms I – Med Office	3
OST 142	Med Terms II – Med Office	3
OST 149	Medical Legal Issues	3
PMT 110	Intro to Project Management	3
WBL —	Work Based Learning* (all numbers accepted)	2

Graduation Requirements 66 Credit Hours

*Work based education is an elective. Students must have approval from the Program Director and pre-register with the Work-based Learning Office. The work may be done over one semester as WBL 113, two semesters as WBL 112 and WBL 121, or three semesters as WBL 111, WBL 121 and WBL 131.

COMPUTER TECHNOLOGIES

IT Foundations Certificate - C25590F

-Day, Evening, and Online

This certificate is designed to give individuals an all-around orientation to computer technologies. It is a recommended starting place for students who know they like computer technology, but are not sure what specific field of computers might be right to follow for their career. The courses introduce students to security, operating systems, programming, databases and other career options that involve computer technology. The courses also can prepare students for a variety of industry certifications.

CTI	110	Web, Pgm & Database Foundations	3
CTI	120	Network and Security Foundations	3
CTS	115	Info Sys Business Concepts.....	3
—	—	Elective I	3
—	—	Elective II	3

Graduation Requirements 15 Credit Hours

Elective I

(Choose a Min of 3 Credit Hrs)

CIS	110	Intro to Computers	3
CIS	115	Intro to Programming & Logic.....	3
CSC	120	Computing Fundamentals I	3
CTI	130	Os and Device Foundations	6
CTS	120	Hardware/Software Support	3
NOS	110	Operating Systems Concepts.....	3

Elective II

(Choose a Min of 3 Credit Hrs)

CSC	151	JAVA Programming.....	3
CSC	153	C# Programming	3
CTI	140	Virtualization Concepts.....	3
CTS	155	Tech Support Functions	3
DBA	120	Database Programming I	3
DME	110	Intro to Digital Media	3
HBI	110	Issues and Trends in HBI	3
NET	125	Introduction to Networking.....	3
SEC	110	Security Concepts	3
WEB	115	Web Makeup and Scripting	3
WEB	125	Web Mobile Design	3

IT Help Desk Technician Certificate - C25590HD

-Day and Evening

This certificate provides students with the knowledge and practical skills necessary to support users of computing technologies. The course work will help students develop the ability to work in helpdesk and technical support positions.

CTS	155	Tech Support Functions	3
CTS	255	Advanced Technical Support Functions	3
NOS	130	Windows Single User	3
NOS	230	Windows Admin I.....	3
CTS	118	IS Professional Comm.....	2
OMT	154	Customer Satisfaction	2

Graduation Requirements 16 Credit Hours

Cybersecurity Support Certificate – C25590CS

-Day and Evening

This certificate provides students with the knowledge and practical skills necessary to support cyber security technologies. The course work will help students develop the ability to work in a security operations center support position.

CTS	155	Tech Support Functions	3
SEC	110	Security Concepts	3
SEC	160	Security Administration I.....	3
SEC	210	Intrusion Detection.....	3

Graduation Requirements..... 12 Credit Hours

Hardware Support and Repair Certificate – C25590HW

-Day and Evening

This certificate is designed for individuals interested in acquiring advanced technical skills and knowledge to maintain and repair personal computers. Students gain skills in buying parts, upgrading, building, and configuring personal computers. Major hands-on topics include documentation, troubleshooting techniques, PC architectures, disk drives and peripheral cards, memory management, and communications devices.

This certificate is designed to prepare the student for A+ certification. A program prerequisite if CTI-120 is required.

CTS	120	Hardware/Software Support.....	3
CTS	220	Advanced Hardware/Software Support	3
CTS	272	Desktop Support-Apps	3
NOS	110	Operating Systems Concepts	3

Graduation Requirements..... 12 Credit Hours

Networking Support Certificate - C25590NS

– Day and Evening

This certificate provides students with the knowledge and practical skills necessary to support users of networking technologies. The course work will help students develop the ability to work in a networking support position.

CTS	155	Tech Support Functions	3
NET	125	Introduction to Networks.....	3
NET	126	Routing Basics.....	3
—	—	Networking Elective	3

Graduation Requirements..... 12 Credit Hours

Electives

(Choose a Min of 3 Credit Hrs)

NET	135	Data Center Networking	3
NET	175	Wireless Technology	3
NET	240	Network Design	3
SEC	150	Secure Communications.....	3