Computer Technology, AAS

TECHNICAL SUPPORT

School of Technology

The Computer Technology, Technical Support AAS program provides students with a strong foundation in microcomputer applications, including operating systems, PC hardware, productivity applications, and networking. Emphasis will be placed on the installation, configuration, operation, maintenance, and troubleshooting of microcomputer hardware systems, operating systems, websites and application software. Students are prepared to take the Microsoft Office Specialist (MOS) certification exams.

Career Opportunities

Graduates of the Computer Technology, Technical Support AAS program may find employment as technical support technicians, network technicians, junior systems analysts, technical sales representatives, customer service technicians, help-desk analyst, IT trainers and Web content developers. Job opportunities will be available with companies in the fields of hardware manufacturing, software publishing, PC consulting, IT engineering and sales, and any company deploying microcomputers in the workplace.

Program Learning Outcomes

Upon successfully completing this program, students will be able to:
- Understand the concepts of computer design and operation.
- Install, configure and troubleshoot popular microcomputer applications.
- Describe the principles of WAN/LAN network administration.
- Maintain website content.
- Troubleshoot and repair computer hardware and software.
- Develop competency in the Microsoft Office productivity suite.
- Develop oral, written and listening communication skills.
- Integrate and apply mathematical skills to solve quantitative problems.

Sugg. Term	Seq #	Course ID	Course Title	Cr.	Term Offered	Prereq(s)	Options Available
1st Fall	1	PDV 101	First Year Seminar	1	F, Sp, Su		
	2	CPT 145	Introduction to Computer Technology	3	F, Sp, Su		
	3	CPT 150	Microcomputer Concepts	3	F, Sp, Su		
	4	ENG 161	College Writing	3	F, Sp, Su	ENG 085 or Placement	
	5	MTH 157	College Algebra	3	F, Sp, Su	MTH 100, 100A or Placement	Page 49 Column IV
	6	SOC 155	Principles of Sociology	3	F, Sp, Su		Page 49 Column III
1st Spring	7	CPT 182	Operating Systems	3	Sp, Su	CPT 145	
	8	CPT 183	Local Area Networks	3	Sp, Su		
	9	CPT 195	Excel for Windows	3	F, Sp		
	10	OFT 190	Word for Windows	3	F, Sp		
	11	OFT 235	Customer Service	3	F, Sp, Su		
2nd Fall	12	CPT 196	Access for Windows	3	F, Sp	CPT 150	
	13	CPT 201	Web Content Development	3	F*		
	14	CPT 248	PC Hardware	3	F, Su		
	15	ENG 162	Technical Communication	3	F, Sp, Su	ENG 161	ENG 163
	16	OFT 185	PowerPoint	1	F, Sp		
	17	OFT 210	Office Technologies	3	F		
2nd Spring	18	CPT 249	PC Troubleshooting	3	Sp, Su	CPT 248	
	19	CPT 199 or CPT 259	Internship or User Support Operations	3	Sp	CPT 150	
	20	CPT 256	Linux Desktop	3	Sp	CPT 182	
	21	CPT 278	Integrated office Applications	3	Sp	CPT 195, CPT 196, OFT 185, and OFT 190	
	22	SPC 155	Effective Speech	3	F, Sp, Su		SPC 156

Total Program Credits   62

* Online in odd years