



Printed: 01/28/2020

Academic Year: 2020-2021

Computer Support Technician - IT Technical Diploma

Program Code 311546

This one-year technical diploma emphasizes problem solving using microcomputer hardware and software facilities including command line environment and Windows operating systems, Microsoft Word, and Microsoft Excel. As a graduate, you may choose a career as an IT consultant, providing one-on-one problem solving to computer users, or work as a computer sales representative.

**Average
Starting Salary**
\$29,117.00

FT Median Annual Wage

75%
**Graduate
Employment**

With 75% 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 this technical diploma apply toward the following associate degree(s):

. 101543, Computer Support Specialist - IT

Some credits from the following certificate(s) apply toward this technical diploma:

. 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 Technician Technical Diploma 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

TOTAL CREDITS

37

Curriculum Note

- Students must earn a "C" or better in English Composition 1 to enroll in Technical Reporting.
- 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)