ASSOCIATE OF APPLIED SCIENCE

IT SUPPORT SPECIALIST

The goal of the IT Support Specialist program is to prepare students to function effectively as an integral member of an IT support team.

PROGRAM OVERVIEW

Students receive an introduction to the daily maintenance, support, and performance of computer systems; effective communication skills with vendors or technicians; record-keeping of help desk ticketing tasks; the development of training materials, procedures, and training techniques in the proper use of hardware or software; the installation and performing minor repairs to hardware, software, or peripheral equipment. Graduates may seek careers as an information technology specialist, computer technician, help desk analyst, and network technician.

Gain In-Demand Skills Through Online Training!

COURSE LIST

Technical Writing/Project Planning
Practical Computer Applications
Application and Database Concepts
PC Hardware and Software
PC Operating Systems
Certification Preparation
Networking Concepts I
Networking Concepts II
Customer Service and Help Desk Concepts
Desktop Configuration
Desktop Support
Certification Review
Server Administration I
Server Administration II
Security Concepts
Externship I/Capstone
Externship II/Seminar

GENERAL EDUCATION REQUIREMENTS

Interpersonal Communications
English Composition I
College Mathematics
Introduction to Psychology
Environmental Science
Introduction to Sociology

POTENTIAL JOB RESPONSIBILITIES

- Answer user inquiries regarding computer software or hardware operation to resolve problems. Oversee the daily performance of computer systems.

- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software. Develop training materials and procedures, or train users in the proper use of hardware or software.

- Back-up network data. Configure security settings or access permissions for groups or individuals. Analyze and report computer network security breaches or attempted breaches.

- Identify the causes of networking problems, using diagnostic testing software and equipment. Document network support activities.

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