

CIS - MICROCOMPUTER SPECIALIST (154)

154-133. Application Suite. (3 Credits)

Operate the office software applications most often used in business and industry today. Learn principles and functions of Microsoft and open source office application products. Develop projects and troubleshoot problems in existing projects by focusing on single product function, interoperability and compatibility between application products, and constraints with upgraded versions. Application products include word processing, spreadsheet, email, calendar, presentation, and internet software programs.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=133>)

154-135. Fundamentals of Support. (2 Credits)

Apply problem-solving techniques and communication skills in providing technical support to end users. Gain hands-on experience using service management applications. Use various software applications to log, track, maintain and resolve computer issues. Understand how giving and receiving feedback, thinking critically, making effective decisions, and active listening enhance customer service skills for computer end users. Students will also develop tools and strategies for training and technical writing.

Prerequisites: Computer Skills Assessment70 or College Profi - Comp Skills or Work Experience - Comp Skills or 860-702 with a minimum grade of S

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=135>)

154-136. User Mngt/Collaboration Tech. (3 Credits)

This course is designed to provide the hands-on skills necessary to manage Microsoft Active Directory and SharePoint technologies. Students will perform labs pertaining to the administration of Active Directory through creation and management of users and groups, file system and Active Directory security, creating and managing printers, Group Policies, and common Level I troubleshooting scenarios. Students will also work with the collaboration tools provided by Microsoft SharePoint Services by creating and editing content in a team website.

Prerequisites: (150-131 (may be taken concurrently) with a minimum grade of C or 150-151 (may be taken concurrently) with a minimum grade of C)

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=136>)

154-137. IT Technology Trends. (2 Credits)

Focus on new and emerging technologies in the fast-paced and ever-evolving world of information technology. Learn and research future technologies: how they evolve and how to identify them. Use Web Services, implement mobile computer solutions and support external peripheral devices while practicing real-world IT processes.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=137>)

154-139. Train the Trainer. (3 Credits)

Learn to create and present information technology training sessions in a corporate environment. Practice techniques of technical writing that focus on documentation and instruction development. Use presentation skills that utilize new technologies to model for trainees. Create curriculum and teach to the unique needs and learning styles of adults. Prerequisites: (801-196 with a minimum grade of C or 801-198 with a minimum grade of C) and 107-102 with a minimum grade of C and (150-137 (may be taken concurrently) with a minimum grade of C or 150-151 (may be taken concurrently) with a minimum grade of C) See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=139>)

154-140. ITIL v3 Foundation. (3 Credits)

Learn the Information Technology Infrastructure Library (ITIL) best practices framework and discover how ITIL can be used to deliver quality IT services within an organization. ITIL focuses on the Service Lifecycle concepts: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Gain an understanding of the ITIL fundamentals, core concepts, IT infrastructure and service management.

Prerequisites: (154-135 with a minimum grade of C or 107-102 with a minimum grade of C)

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=140>)

154-142. IT Service Practicum. (2 Credits)

Create and participate in managing a service desk. Apply IT support strategies through one-on-one IT support. After reviewing IT Service Strategies and best practices, provide software support for mobile devices, troubleshoot software issues and provide training to community participants.

Prerequisites: 154-139 (may be taken concurrently) with a minimum grade of C

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=142>)

154-143. IT Service Management. (3 Credits)

Learn the best practices of IT service management necessary to deliver and control the IT services offered within an organization. Apply the key concepts of ITIL and ITSM in order to provide front-line support to customers. Explore Incident Management, Change Management, Knowledge Management, Request Fulfillment and the Service Catalog, and practice active listening skills and effective communication strategies.

Prerequisites: 154-133 (may be taken concurrently) with a minimum grade of C and 107-103 (may be taken concurrently) with a minimum grade of C and 154-137 (may be taken concurrently) with a minimum grade of C and (107-102 (may be taken concurrently) with a minimum grade of C or 154-135 with a minimum grade of C)

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=143>)

154-144. Cloud Services Administration. (3 Credits)

Gain an introduction to cloud services and the Microsoft 365 suite. Explore collaboration options and learn to manage users, create groups and undertake common user management tasks through hands-on labs. Explore email management using cloud administration tools.

Prerequisites: (150-178 with a minimum grade of C or 150-175 with a minimum grade of C or 150-190 with a minimum grade of C)

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=144>)

154-145. IT Support Capstone. (1 Credit)

Showcase your IT knowledge proficiency through this independent, self-paced, project-based course. Work closely with WCTC faculty to assess your proficiency in all program outcomes and focus on your success in the IT career field.

Prerequisites: 150-137 with a minimum grade of C and 631-183 with a minimum grade of C and 154-143 with a minimum grade of C and 107-103 with a minimum grade of C

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=145>)

154-701. Research and Troubleshooting. (2 Credits)

Provides instruction to IT Service Desk Technician Research and Troubleshooting skills. Apprentices perform research and troubleshooting skills, investigate Service Desk operations, create a support utility kit, correct information and mistakes.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=701>)

154-702. Service Desk Documentation. (1 Credit)

Provides instruction to IT Service Desk Technician Documentation skills. Apprentices perform communication and documentation skills related to incorporating information sources, writing procedures, maintaining a knowledge base, preparing reports, presenting oral reports, and developing ticketing skills.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=702>)

154-703. Serv Desk Professional Skills. (1 Credit)

Provides instruction to IT Service Desk Technician professional skills. Apprentices will develop customer service skills, manage difficult customers, develop professional business skills, work with teams, minimize effects of stressful situations, and develop time management skills.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=154&num=703>)