DESKTOP SUPPORT TECHNICIAN

Overview

Desktop Support Technician Technical Diploma

Program Code: 31-154-1

For more information: wctc.edu/desktop-support (https://www.wctc.edu/academics/programs-courses/programs/desktop-support-technician/)

Desktop support technicians are among the first ones called when a technology problem arises with an employee's computer or a company's network. They provide remote or on-site support, troubleshooting and problem-solving. Develop skills in hardware/software installation and configuration, troubleshooting and problem resolution, customer support and networking fundamentals.

The minimum required course grades and program grade point average (GPA) for students under this catalog are:

Core Courses = C
Program GPA = 2.0

Build your degree along a career pathway. Start with a couple of courses or an entry-level credential to enter the job market in your area of interest, then continue with higher credentials on your educational path for job advancement and higher wages.

Career Pathway

1. Desktop Support Technician 25
2. IT - Computer Support Specialist 60

Related Certificates that can be earned along the way.

IT Support Technician Certificate (https://catalog.wctc.edu/programs/it-support-technician/)

Learning Outcomes
Program Outcomes

1. Manage information technology hardware.
2. Manage software.
3. Provide end user support.
4. Support computer networks.

Critical Life Skills

To help our students prepare for success in a workplace and society that is **increasingly global, multi-cultural, and collaborative,** all students are given opportunities to develop and demonstrate Critical Life Skills, both in and out of the classroom. The following Critical Life Skills are learning outcomes for WCTC students.

- **Communication:** Demonstrate appropriate communication.
- **Critical Thinking/Problem Solving:** Demonstrate critical thinking skills to analyze situations and solve problems.
- **Relationships:** Demonstrate effective interpersonal skills.
- **Self-management:** Demonstrate responsible and respectful behavior.

Required Courses

Listed below are the required courses for the program. To view the recommended sequence for taking courses click on the plan of study tab(s) above. Work with your Academic Advisor to design a program plan!

View your **Program Matrix** to find out when each course will be offered (term and time of day).

Code	Title	Credits
Core Courses		
107-102	IT Support	2
107-103	IT Business Strategies	3
150-121	Enterprise Clients	3
150-137	MS Server	3
Approved Substitute: 154-136		
150-190	Network Fundamentals	2
Approved Substitutes: 150-117 OR 150-175 OR 150-178		
154-133	Application Suite	3
154-137	IT Technology Trends	2
154-143	IT Service Management	3
154-145	IT Support Capstone	1
Approved Substitute: 107-184		
631-183	IT Essentials	3
156-108	Intro to Databases & Reporting	1
Total Credits		**26**

Full-time Plan

First Year

Fall Term 1		Credits
154-133	Application Suite	3
107-102	IT Support	2
	Credits	**5**
Fall Term 2		
150-190	Network Fundamentals	2
631-183	IT Essentials	3
	Credits	**5**
Spring Term 1		
150-121	Enterprise Clients	3
150-137	MS Server	3
	Credits	**6**
Spring Term 2		
154-137	IT Technology Trends	2
154-143	IT Service Management	3
	Credits	**5**
Second Year		
Summer Term		
107-103	IT Business Strategies	3
	Credits	**3**
Fall Term 1		
154-145	IT Support Capstone	1

156-108	Intro to Databases & Reporting	1
	Credits	**2**
	Total Credits	**26**