IT-COMPUTER SUPPORT SPECIALIST

Overview

 IT-Computer Support Specialist Associate Degree

Program Code: 10-154-3

For more information: wctc.edu/computer-support (https://www.wctc.edu/computer-support/)

Computer support specialists install equipment, assist users with technology or software issues, troubleshoot when problems arise and serve as a resource for end users. Gain skills in problem solving, team building, service management and interpersonal communication. Become proficient at installing and updating computer operating systems and working with hardware and networks.

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

Core Courses = C
General Studies 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. Solve information technology problems.
4. Support computer networks.
5. Provide end user support.
6. Demonstrate customer service skills as an IT professional.

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
107-119	System Analysis Agile Methods	3
Approved Substitute: 107-118		
107-137	IT Internship	1
Approved Substitute: 107-117		
150-121	Enterprise Clients	3
150-137	MS Server	3
Approved Substitute: 154-136		
150-190	Network Fundamentals	2
151-106	Security I	3
154-133	Application Suite	3
154-137	IT Technology Trends	2
154-139	Train the Trainer	3
154-142	IT Service Practicum	2
154-143	IT Service Management	3
154-144	Cloud Services Administration	3
154-145	IT Support Capstone	1
Approved Substitute: 107-184		
156-108	Intro to Databases & Reporting	1
Approved Substitutes: 156-107 OR 152-115		
631-183	IT Essentials	3
890-108	Employment Success	1
Approved Substitute: 107-117		
General Studies		
801-136	English Composition 1	3
Approved Substitute: 801-223		
801-198	Speech	3
Approved Substitute: 801-196		
804-133	Math & Logic	3
Approved Substitutes: 804-118 OR 804-116 OR 804-195 OR 804-198		
809-143	Microeconomics	3
Approved Substitute: 809-195		
809-196	Intro to Sociology	3
809-199	Psychology of Human Relations	3
Approved Substitute: 809-198		
Total Credits		**60**

Full-time Plan

First Year

Fall Term 1

		Credits
107-102	IT Support	2
154-133	Application Suite	3
801-136	English Composition 1	3
	Credits	**8**

Fall Term 2

150-190	Network Fundamentals	2
631-183	IT Essentials	3
801-198	Speech	3
	Credits	**8**

Spring Term 1

150-121	Enterprise Clients	3
156-108	Intro to Databases & Reporting	1
804-133	Math & Logic	3
	Credits	**7**

Spring Term 2

150-137	MS Server	3
154-137	IT Technology Trends	2
	Credits	**5**

Second Year

Summer Term

107-103	IT Business Strategies	3
809-196	Intro to Sociology	3
	Credits	**6**

Fall Term 1

107-119	System Analysis Agile Methods	3
809-199	Psychology of Human Relations	3
	Credits	**6**

Fall Term 2

151-106	Security I	3
154-143	IT Service Management	3
	Credits	**6**

Winter Interim

890-108	Employment Success	1
	Credits	**1**

Spring Term 1

154-139	Train the Trainer	3
809-143	Microeconomics	3
	Credits	**6**

Spring Term 2

154-142	IT Service Practicum	2
154-144	Cloud Services Administration	3
154-145	IT Support Capstone	1
	Credits	**6**

Third Year

Summer Term

107-137	IT Internship	1
	Credits	**1**
	Total Credits	**60**