



Effective 2014/2015

Career Cluster ►



Career Pathway ►

Information Support and Services

**IT – COMPUTER SUPPORT SPECIALIST
(10-154-3)**

*Associate of Applied Science Degree
Most Courses Offered at Elkhorn
and Kenosha Campuses*

^Δ Suggested Sequence	✓	Course Number	Course Title	Requisites	Credits	Hrs/Wk Lec - Lab
Semester 1		154-121 *	CSS Program Orientation	Prereq: 103-142	1	1-0
		154-119 *	System Software Support		3	2-2
		107-011 *	IT in Business		3	2-2
		107-193 *	IT Essentials		3	2-2
		801-136	English Composition 1	Prereq: 831-103 (See Note 1)	3	3-0
		804-133	Mathematics and Logic	Prereq: 834-110 (See Note 1)	3	3-0
		804-107	College Math	Prereq: 834-109 (See Note 1)		
Semester 2		154-114 *	Hardware & Software Support	Prereq: 154-119; 107-193	3	2-2
		154-122 *	Introduction to Help/Service Desk	Prereq: 107-193	3	2-2
		150-105 *	Intro to Networking / Web Concepts		3	2-2
		801-197	Technical Reporting	Prereq: 801-136	3	3-0
		809-196	Sociology, Introduction to	Prereq: 838-105 (See Note 1)	3	3-0
Semester 3		154-112 *	Data Security & Recovery Support	Prereq: 154-114	3	2-2
		154-113 *	IT Apps Server & Support	Prereq: 154-114	3	2-2
		154-120 *	Advanced Help/Service Desk	Prereq: 154-122	3	2-2
		801-196	Oral/Interpersonal Communication	Prereq: 838-105 (See Note 1)	3	3-0
		801-198	Speech			
		809-144	Macroeconomics	Prereq: 838-105 (See Note 1)	3	3-0
	809-143	Microeconomics				
Semester 4		154-116 *	Emerging Technologies and Apps.	Prereq: 154-112; 154-113	2	1-2
		154-118 *	CSS Skills Implementation & Career Prep	Prereq: 154-112; 154-113 Coreq: 801-197	3	2-2
		107-177 *	IT Project Management	Prereq: 154-113 OR 152-131; Coreq: 801-197	4	3-2
		152-126 *	Intro to Prog. & Database Concepts		4	3-2
		809-198	Psychology, Introduction to	Prereq: 838-105 (See Note 1)	3	3-0
Electives		Take 6 elective credits. Any associate degree level course may be taken as an elective.				6
		Suggested Electives: 154-109 IT-Computer Support Specialist Internship (3 Cr) 150-111 Network Admin. – Microsoft (3 Cr) 107-009 A+ Essentials Review Class (1 Cr) 152-105 System i Concepts (2 Cr) 107-010 A+ 602 Review Class (1 Cr) 102-138 BIZ Internship (3 Cr)				

Minimum Program Total Credits Required

68

^Δ Courses may be taken out of suggested sequence as long as requisites have been met.



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PROGRAM DESCRIPTION

The *IT – Computer Support Specialist* program has been designed to prepare students for a career in Information Technology, providing end-user service and support in a variety of environments, including small business, not-for-profit and enterprise-sized corporations. Topics include the architecture, use, installation, and upgrading of hardware and software, operating systems, networking, and communications as well as data security and recovery. Students will evaluate user hardware and software needs, function as a liaison between their firm and outside contractors or vendors, research emerging technologies, and provide user training for both hardware and software.

PROGRAM LEARNING OUTCOMES

Graduates of the IT-Computer Support Specialist Associate Degree Program should be able to:

1. Manage information technology hardware.
2. Manage software.
3. Support computer networks.
4. Provide end user support.
5. Solve information technology problems.
6. Demonstrate customer service skills as an IT professional.
7. Coordinate technology projects.

CORE ABILITIES

Gateway believes students need both technical knowledge and skills and core abilities in order to succeed in a career and in life. The following nine core abilities are the general attitudes and skills promoted and assessed by all Gateway programs. All Gateway graduates should be able to:

- | | |
|--|---|
| 1. Act responsibly | 5. Develop job seeking skills |
| 2. Communicate clearly and effectively | 6. Respect themselves and others as a member of a diverse community |
| 3. Demonstrate essential computer skills | 7. Think critically and creatively |
| 4. Demonstrate essential mathematical skills | 8. Work cooperatively |
| | 9. Value learning |

ADMISSION REQUIREMENTS

1. Students must submit an application & \$30 fee.
2. Students must complete reading, writing, math, and computer skills placement assessments.
3. Students must submit official high school, GED, or HSED transcript.

GRADUATION REQUIREMENTS

1. Minimum 68 credits with an average of 2.0 or above.
2. *Grade of 2.0 (“C”) or above for these major courses.

For a complete list of Graduation Requirements check the Student Handbook.

NOTES

1. A satisfactory placement test score (or successful remediation) is required prior to enrollment. See an advisor for details.
2. Any course may be taken prior to entry in the program, assuming prerequisites and corequisites have been satisfied (or waived with department approval).
3. See your advisor if you have questions about course selection.

OTHER INFORMATION

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for a period of two years or take over seven years to complete. Tuition and material fees are determined by the board of the Wisconsin Technical College System. Consult the Master Class Schedule for exact fee amounts. Occasionally, the District may offer a particular course out of published sequence. By doing so, the District does not obligate itself to offer succeeding courses out of published sequence.

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To schedule an appointment with an advisor, please call 1-800-247-7122.

For a complete list of course descriptions (and possible online courses) for this program, please consult Web Advisor on our web page at www.gtc.edu.

My advisor is _____. My advisor’s contact information is _____.