				Career Cluster ►		Career Pathway ►		**IT-COMPUTER SUPPORT TECHNICIAN**
GATEWAY TECHNICAL COLLEGE **Effective 2015/2016**				*Information Technology*		Information Support and Services		**(31-154-6)** *Technical Diploma* **Most Courses Offered at Elkhorn and Kenosha Campuses**

△*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	Coreq: 154-121	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
		804-133 804-107	OR	Mathematics and Logic College Math	Prereq: 834-110 (See Note 1) Prereq: 834-109 (See Note 1)	3	3-0
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
		809-196 809-172	OR	Sociology, Introduction to Diversity Studies, Introduction to	Prereq: 838-105 (See Notes 1 & 3) Prereq: 838-105 (See Note1)	3	3-0

Minimum Program Total Credits Required   31

△*Courses may be taken out of suggested sequence as long as requisites have been met.*

Students who are interested in continuing into the 10-154-3 IT-Computer Support Specialist program can earn their associate degree by completing an additional 37 credits. Please see your academic advisor for details.

PROGRAM DESCRIPTION

The *IT-Computer Support Technician* program will provide the first step toward a career in IT which focuses on the support of end users. This program is designed to serve as a pathway into the IT-Computer Support Specialist (10-154-3) associate degree program. Students completing this program will have the option to continue into the parent program or become employed directly in the field. Graduates will have opportunities for employment reaching across all industries.

The IT-Computer Support Technician program is comprised of the first two semesters of the IT-Computer Support Specialist associate degree program. Specific course work includes: System Software Support, IT in Business, IT Essentials, Help/Service Desk, Networking/Web Concepts and Technical Reporting.

PROGRAM LEARNING OUTCOMES

Graduates of the IT- Computer Support Technician Technical Diploma Program should be able to:

1. Support information technology hardware.
2. Install and support software.
3. Provide Level 1 end user support.
4. Solve common technology problems.
5. Demonstrate customer service skills as an IT professional.

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
2. Communicate clearly and effectively
3. Demonstrate essential comp. skills
4. Demonstrate essential math skills
5. Develop job seeking skills
6. Respect themselves and others as a member of a diverse community
7. Think critically and creatively
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 31 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. Transfer credits in Social Science may substitute for this course. See an advisor for details

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 Web Advisor 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 _____.