



IT – Computer Support Specialist (10-154-3)

Associate of Applied Science

Effective 2026/2027

The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here. All courses should be taken in the order shown to help you stay on track and graduate according to your academic plan. Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.). More detailed scheduling information for this program can be found at <https://www.gtc.edu/it-computer-support-specialist>. Please see your academic advisor for additional information.

R-D = Racine/days, F=Fall, S=Spring, SU=Summer

Term	Course Number	Credits	Course Title	Requisites (prereq- before/ coreq-with)	Notes	R-D
1	890-155	1	Gateway to Success (G2S)		• Students are required to take this course in their first semester of enrollment. Please see an advisor for details.	F
1	*107-011	3	IT in Business			F
1	*107-193	3	IT Essentials		• Faculty have identified this milestone course as providing a strong foundation for success throughout the program.	F
1	*150-152	3	IT Tech Skills			F
1	801-136	3	English Composition 1	Prereq: 831-103 OR 851-757	• Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details.	F
2	*154-114	3	Hardware & Software Support	Prereq: 150-152 OR 107-193	• Faculty have identified this milestone course as providing a strong foundation for success throughout the program.	S
2	*154-119	3	System Software Support	Coreq: 801-136		S
2	*154-122	3	Introduction to Help/Service Desk	Prereq: 107-193	• Faculty have identified this milestone course as providing a strong foundation for success throughout the program.	S
2	804-134 OR 804-115	3 5	Mathematical Reasoning OR College Technical Math 1	Prereq: 854-760 Prereq: 834-110	• Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details.	S
3	*150-145	3	IT Scripting			SU
3	801-197	3	Technical Reporting	Prereq: 801-136		SU
3	809-143 OR 809-195	3	Microeconomics OR Economics	Prereq: 838-105 OR 851-757	• Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details.	SU
3	XXX-XXX	3	Elective Course	Take 3 credits at the associate degree level. Suggested electives listed on back.		SU

(*) Students must achieve a minimum of 2.0 ("C") or above for this major course to meet graduation requirements.

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Term	Course Number	Credits	Course Title	Requisites (prereq- before/ coreq-with)	Notes	R-D
4	*154-113	3	IT Apps Server & Support	Prereq: 154-114		F
4	*154-112	3	Data Security & Recovery Support	Prereq: 154-114; 804-134 OR 804-135 OR 804-115		F
4	*154-120	3	Advanced Help/Service Desk	Prereq: 154-122		F
4	809-196 OR 809-172	3	Sociology, Introduction to OR Diversity Studies, Introduction to	Prereq: 838-105 OR 851-757	<ul style="list-style-type: none"> Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details. 	F
5	*154-116	2	Emerging Technologies and Apps.	Prereq: 154-112		S
5	*154-118	3	CSS Skills Implementation & Career Prep	Prereq: 154-113; 801-197		S
5	809-198	3	Psychology, Introduction to	Prereq: 838-105 OR 851-757	<ul style="list-style-type: none"> Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details. 	S
5	*107-177	4	IT Project Management	Prereq: 154-113; 801-197		S
Minimum Program Total Credits Required: 61						

(*) Students must achieve a minimum of 2.0 ("C") or above for this major course to meet graduation requirements.

IT – Computer Support Specialist (10-154-3)

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.

This coursework starts you down the path to earn your A+, Security+, Network+, ITIL, MS Fundamentals and Google IT Support Professional.

Program Learning Outcomes

Graduates will 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.

Essential Career Competencies

Gateway's six essential career competencies are the general attitudes and skills promoted and assessed by all programs. All Gateway graduates will develop skills in:

- 1 Communication Competence
- 2 Critical Thinking and Problem Solving
- 3 Professionalism and Career Management
- 4 Teamwork and Collaboration
- 5 Cultural Competence
- 6 Technology Competence

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for one year or take over seven years to complete. Tuition and material fees are determined by the board of the Wisconsin Technical College System. Consult My Gateway for exact fee amounts. The District reserves the right to modify, cancel, or relocate course offerings in response to factors such as low enrollment, resource availability, or other relevant considerations to ensure high-quality educational experiences. Students will be notified in writing and are encouraged to meet with their Academic Advisor to adjust their academic plan.

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Admission Requirements

- 1 Students must submit an application and pay \$30 fee.
- 2 Students must meet one of the following: minimum cumulative high school GPA of 2.6 (unweighted); earned at least 12 college credits with a minimum GPA of 2.0; or complete valid reading, writing, and math placement assessments.

Graduation Requirements

- 1 Minimum 66 credits with a cumulative GPA of 2.0 or above.
- 2 *Minimum of 2.0 ("C") or above for these major courses.
- 3 Complete 890-155 Gateway to Success (G2S) in the first semester.

For a complete list of Graduation Requirements, check the Student Handbook or [Graduation Requirements](#).

Suggested Electives

154-109 IT-Computer Support Specialist Internship	150-114 Network Concepts – CCNA 1
156-018 Fundamentals of IT	152-080 Databases

Notes

1. See your advisor if you have questions about course selection.