
Computer Support Specialist

Objective: The Computer Support Specialist program was developed to give the student classroom instruction, lab, and real work experience to prepare a student for a career in the technical side of personal computers. Training in hardware support and services including basic electronic theory, terminology, and computer system assembly complete with software installation, troubleshooting techniques, and solutions. There is an introduction to LAN cabling and design, installation, and maintenance. The Computer Support Specialist program provides a student with basic networking skills, which includes Microsoft Windows Clients Operating systems, Servers and Novell networks. Instruction is also included in the Microsoft Office Suite and Home Technology Integration. Graduates are prepared to assume positions as computer consultants or computer technicians.

In keeping with the philosophy of the College, courses are included in management communications and career transitions designed with the Computer Support Specialist in mind. The emphasis in this program is placed on marketable skills (employability).

Empire College is a Microsoft IT Academy and MSDN AA (Microsoft Developers Network Academic Alliance) member and uses a teaching program prescribed by Microsoft to prepare graduates for certification as Microsoft Certified Professionals (MCPs) at the product level.

The student is prepared for five certifications:

- CompTIA A+ Technician
- CompTIA Network+
- CompTIA Linux+
- Microsoft Certification at the product level (MCTS-Microsoft Certified Technology Specialist) in Windows 7 Professional and Windows Server 2008 Server Administrator.

Certifications are not required to be employed in the career field or to graduate from the program, but they are highly recommended. Exams may be taken at the on-campus Prometric/VUE Testing Center. Exam fees vary, ranging from \$60 to \$225.

Note: All units in this program are transferable to the Specialized Associate Degree – Information Technology program.

Expected Educational Outcomes: Upon completing the Computer Support Specialist program, students will have demonstrated competency in the following areas:

1. The ability to diagnose and repair microcomputers (IBM compatibles) using standard diagnostic techniques.
2. Installation and configuration of internal and external computer components.
3. Installation and configuration of application software.
4. The ability to provide customer and user support for computer systems and networking products including Microsoft Windows, Novell Netware, and numerous software products.
5. The ability to interact with users/customers in a professional, businesslike manner.
6. Proficiency with web authoring and Microsoft Office.

Diploma awarded upon successful completion of all graduation requirements.

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Empire College
Business – Law – Technology – Medical

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Program Outline: Requirements for Graduation

Class No.	Class Title	Hours	Qtr. Units
CM192A	Microsoft Office Professional: An Overview of Word and Excel	25	1.0
CS100	Introduction to Computer Hardware	75	6.0
CS111A	Powershell	25	1.0
CS120	Computer Configuration and Troubleshooting	75	6.0
CS140	Advanced Computer Set-up and Communications	75	6.0
CS160	Network Plus	75	6.0
CS175A	Wiring Hardware	25	1.5
CS183	Green Information Technology Strategies	25	1.0
CS191A	Certification Preparation	25	1.5
CS205	Windows Server	75	5.5
CS242	Windows Operating System Configuration	75	5.5
CS260	Linux Plus	75	6.0
EN303A	Management Communica- tions I	25	2.5
GB101	Career Transitions	25	2.5
GB200A	Human Relations I	25	2.5
GB200B	Human Relations II	<u>25</u>	<u>2.5</u>
	Total:	750	57.0
	Total Weeks/Quarters		
	Daytime:	30/3	
	Evening:	45/3	

Keyboarding Speed Requirement: 25 NWPM