Computer Support Specialist

What is computer support?

Computer support is a diverse field where technicians support technology users and their equipment. Support can be delivered in various formats: in-person, on the phone, or at a workbench. Technicians can perform jobs such as assisting a customer on the best way to use their office software, replacing faulty computer components, installing software, or advising a client on the best system to purchase for their specific needs.

What is the Computer Support Specialist Program?

HCC offers an A.A.S. for Computer Support Specialist. Students take courses in current popular office software so that they can help clients accomplish productivity tasks. Both Windows and Linux operating systems are taught, allowing students to learn to troubleshoot problems with various utilities, establish good file and disk management on systems in the workplace, design a system maintenance plan, and demonstrate for others how to perform system tasks. Students demonstrate their knowledge of hardware and system repair, and software installations and troubleshooting as they prepare for their A+ certification. They will acquire basic networking skills such as: cable making, setting up SOHOs, and drawing basic LAN and WAN topologies as they prepare for their Net+ certification. Students will study the theory of Help Desk technology as they job shadow a Help Desk technician; investigate how IT departments are organized and make decisions regarding software and equipment purchase; plan and execute training; develop disaster recovery plans; and sharpen their customer support skills.

What skills do computer support specialist need to have?

Student technicians need to develop strong oral and written communication skills for communicating with clients; they often conduct or assist in training. Active listening skills are important when interacting with clients regarding their system malfunctions or software problems. Technicians need to develop a good sense of procedure and visualization as they talk users through problem solving steps. Good observation and critical thinking skills help to build troubleshooting skills. Technicians learn research skills in order to find solutions to hardware problems, make recommendations for purchases, updates, and installations. Proper documentation skills are necessary for recording logs, preparing instructions, and writing reports.

Essential Work Habits:

- Ability to work step-by-step, double-checking and testing results, and documenting them
- Active listening skills to assess the client's needs
- Good speaking skills to convey information to clients, coworkers, and supervisors
- Ability to research answers to questions
- Ability to keep up-to-date in the field of technology
- Good customer relations
- Willingness to work outside "normal" working hours

(source: *www.thebalance.com*)

PROGRAM OPTIONS

🎓 A.A.S. Degree, Computer Support Specialist

CAREER OUTLOOK

MEDIAN SALARY

$55K

for computer support specialists

EMPLOYMENT

882,300 jobs in the U.S. 8% growth in the next ten years

More support services will be needed as organizations upgrade their computer equipment and software. All areas of the economy need support technicians including medical, manufacturing, education, government agencies, financial, small businesses, and homeowners.

(source: www.bls.gov/ooh)

What are the program options?

Students can earn an A.A.S. degree in Information Systems Technology with a Computer Support Specialist Concentration in two years.

Types of jobs with a Computer Support Specialist Degree:

- Computer Support Specialist
- Desktop Support
- IT Support Specialist
- PC Field Support Specialist
- Help Desk (Tier 1)
- Computer Hardware Support
- Technical Support Specialist

A.A.S. Degree

Computer Support Specialist Concentration, Information Systems Technology

The Computer Support Specialist Concentration provides students with the necessary skills for careers as computer support technicians, Help Desk Technicians and Repair technicians. Courses concentrate in areas of building, maintaining and troubleshooting computers; installing, configuring, and troubleshooting operating systems and software; server installations and customers skills. The curriculum includes preparation for A+, Net+, and Security+ certifications. This A.A.S. program is a career degree, preparing students for the workforce after graduation. However, students can opt to transfer to a four-year program rather than start a career, but should confer with advisors and transferring institutions for specific requirements.

General Education Requirements   18-19

Arts and Humanities
Select from approved General Education course list .. 3

Behavioral/Social Sciences
Select from approved General Education course list .. 3

Biological/Physical Science
Select from approved General Education course list 3-4

Diversity
Select from approved General Education course list .. 3

English
ENG   112   Technical Writing 3
A minimum grade of "C" or better is required for ENG-112

Mathematics
MAT   114   Introduction to Applied Algebra 3

Program Requirements   34 credits
CSC   102   Introduction to Information
                   Technology.............................. 3
CSC   109   UNIX/Linux Operating System 3
IST   105   Fundamentals of Word Processing 3
IST   106   Spreadsheet Software........................... 3
                         OR
IST   173   Database Fundamentals......................... 3
IST   108   Microsoft Operating System.................. 3
IST   150   PC Tech: Repair and Troubleshooting.... 3
IST   151   PC Tech: Operating Systems 3
IST   154   Networking Basics................................ 3
IST   204   Help Desk Technology and Services...... 3
IST   261   Server Management I............................ 3
IST   264   Server Management II........................... 3
STU   106   Professionalism in the Workplace.......... 1

Restricted Electives   7-8 credits
Select from the following list:
CYB   246   Introduction to Cloud Computing......... 3
IST   106   Spreadsheet Software........................... 3
IST   160   Introduction to Security Fundamentals.. 3
IST   166   Computer Forensics I –
                   Principles and Practices 3
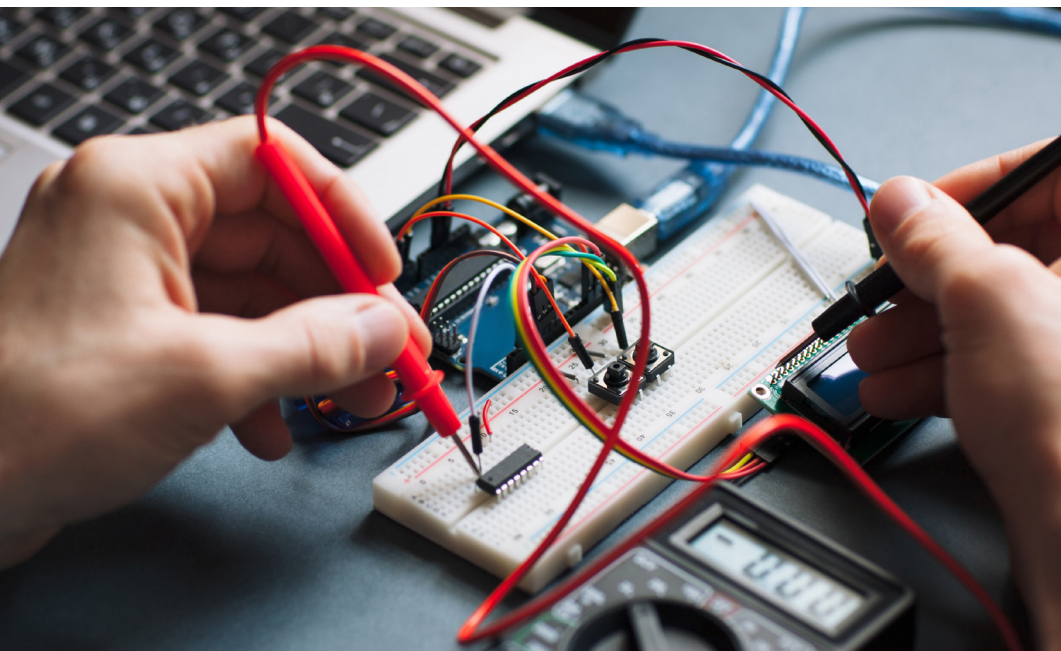IST   173   Database Fundamentals......................... 3
IST   269   Internship I.. 1-3
WEB   101   Web Design I 3

Degree Requirement............................... 60

Contact Information:

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