

Information Technology - Technical Support Specialist

Associate of Applied Science Degree: 10-154-4
Campus: Fond du Lac

Description

Moraine Park's Information Technology - Technical Support Specialist program provides students with the skills to support micro-computer systems and their users in both stand-alone and network environments. Coursework offers both the theoretical and hands-on training to perform a variety of computer functions such as installing hardware and software, troubleshooting and repairing, providing computer and system maintenance, and having the knowledge of common software applications to assist others.

People working in this field require skills in communication, time management and organization, as well as mobility and a willingness to work long hours (nights and week-ends). They also need to be detail-oriented and be able to prioritize their work and have a desire to learn new things. Typical jobs include supporting the end user, setting up new computers, troubleshooting/repairing computers, staffing a help desk, training individuals and writing procedures.

Advanced standing for skills gained through work experience is possible. Leads toward A+ certification.

Program Outcomes

- Install hardware/software to meet user needs.
- Perform tasks required of a network administrator.
- Provide technical support for users and computer systems.
- Set up computer networks.
- Write technical documentation.
- Support business applications.
- Troubleshoot business applications.

Career Opportunities

- Technical Support Specialist
- Microcomputer Specialist
- Help Desk
- Support Technician
- PC Technician
- Applications Specialist

Statewide Yearly Salary Range for Recent Graduates

\$26,310 - \$34,000

Admission Process

- Submit the college admission application.
- Submit the \$30 one-time fee.
- Submit high school/other official college transcripts.
- Take the college placement assessment (ACCUPLACER, ACT or other).
- Meet with an admissions specialist to determine the best course sequencing and prerequisites (strongly encouraged).
- Check with Admissions if any additional steps are required.



For additional information, visit
www.morainepark.edu
Beaver Dam Fond du Lac
700 Gould Street 235 North National Avenue
Beaver Dam, WI 53916-1994 Fond du Lac, WI 54935-2884

920-924-3207

West Bend
2151 North Main Street
West Bend, WI 53090-1598

TTY 920-929-2109
1-800-472-4554

Information Technology - Technical Support Specialist

2009-2010 Curriculum

Course Number	Course Title	Year	2009-2010					2010-2011			
			Ct.	S	F	W	P	S	F	W	P
Technical Studies Courses											
103-160	Microsoft Word	2									
103-182	Microsoft PowerPoint	2									
106-134	Communication Technologies	3									
106-138	Computer Essentials	2									
106-163	Database and Spreadsheet Essentials	2									
150-101	Network+	2									
150-102	Microsoft Workstations	3									
150-120	Microsoft Servers	3									
150-130	IT Administration	3									
150-141	Computer Network Installation	2									
154-111	Computer System Maintenance	3									
154-112	Hardware/Software Support	3									
154-113	Help Desk Concepts	3									
154-115	Training and Development in Office Systems	3									
154-120	Microcomputer Operating Systems	2									
General Studies Courses											
801-195	Written Communication	3									
801-196	Oral and Interpersonal Communication	3									
801-197	Technical Reporting	3									
804-106	Introduction to College Mathematics	3									
809-166	Introduction to Ethics: Theory and Application	3									
809-195	Economics	3									
809-196	Introduction to Sociology	3									
809-199	Psychology of Human Relations (or)	3									
809-198	Introduction to Psychology										
Students must choose an additional six credits of electives.		6									
Total		68									
An IT - Technical Support Specialist Exit Assessment is a graduation requirement for this program.											
Schedule a Course					Academic Planner						
Institutional Requirements											
890-125	Student Success - take 1st semester										
103-159	Computer Literacy/Advanced Standing - take 1st semester										
890-130	Career Development - take 3rd semester										

Semester Codes: S - Summer F - Fall W - Winter P - Spring

For information on how program credits transfer to a four-year college, please visit us at www.morainepark.edu/academics/transfer.

For course descriptions, please visit our Web site at www.morainepark.edu.