

**MORAINÉ PARK TECHNICAL COLLEGE
PROGRAM OUTCOMES WORKSHEET
2009-2010**

Program Name: IT - Technical Support Specialist
Program Number: 10-154-4
Required DML: Internships, Demonstrations

Student Name:
MPTC Student ID #:

Program Learning Outcomes	
Install hardware / software to meet user needs.	
<i>154-112 Hardware / Software Support</i>	Performance Test Checklist, Installation documentation
Perform tasks required of a network administrator.	
<i>150-120 Microsoft Servers</i>	Checkoff sheet/VPN
<i>150-130 IT Administration</i>	
Provide technical support for users and computer systems	
<i>154-111 Computer System Maintenance</i>	Log information from the Computer Clinic, Performance Checklist
Set-up computer networks.	
<i>150-141 Computer Network Installation</i>	Documentation Guide. Check-off Sheets
<i>150-102 Microsoft Workstations</i>	
Write technical documentation.	
<i>801-197 Technical Reporting</i>	Artifacts: Instructions
Support business applications	
<i>154-111 Computer System Maintenance</i>	Performance Checklist
Troubleshoot business applications	
<i>154-112 Hardware Software Support</i>	Log information from the Computer Clinic, Performance Checklist
<i>154-111 Computer System Maintenance</i>	