COMPUTER SUPPORT TECHNICIAN, DIPLOMA

Computer Support Technician, Diploma

Overview

Computer support technicians solve software and hardware problems, set up computer systems, install new software and hardware, train users, and maintain networks. Support technicians may work directly with computer users in person or provide support over the phone through a help desk. This major provides hands-on training in computer operating system operation, the use of application software, network administration and installation, software installation and removal, computer maintenance and repair, hardware installation, and help desk skills. This training provides the students with practical knowledge needed to solve computer problems.

Locations

Granite Falls,Jackson,Online

Accuplacer test scores determine placement in Math and English courses and may require additional courses to be completed.

Course Number	Course Title	Credits
Fall - Year 1		
CST 1101	IT Exploration	2
CST 1125	Operating Systems	3
CST 1190	Introduction to Networking	4
CST 2110	Introduction to Hardware	3
	General Education Elective (Recommend CMST 1103)	3
	Credits Fall - Year 1	**15**
Spring - Year 1		
CST 1200	Introduction to Information Security	4
CST 2215	PC Maintenance & Repair Software	3
CST 2224	Windows Client/Server Administration I	3
ADSA 1141	Customer Service for the Office Professional	2
	General Education Elective	3
	Credits Spring - Year 1	**15**
	TOTAL CREDITS	**30**