CURRICULUM GUIDE
2013-2014

DESKTOP SUPPORT TECHNICIAN
(A+, NETWORK+, MCP)

Associate in Science in Desktop Support Technician
and
Certificate of Achievement in Desktop Support Technician

PC Technicians install, fix, repair, and upgrade personal computers. In contrast to Technical Support Specialists, who often support computer software applications, PC Technicians tend to focus on computer hardware. Software is used, but typically only at the operating system level in order to diagnose problems or correctly configure a system.

Requirements for Associate in Science Degree:

a) Complete Major Field and Supporting Courses with a grade of C or better.

b) Complete Ohlone College General Education (Plan A), CSU GE (Plan B), or IGETC (Plan C) requirements. These requirements are specified in the Ohlone College catalog.

c) Complete at least 60 degree-applicable units with a 2.0 grade point average.

d) Complete at least 12 units at Ohlone College.

Requirements for Certificate of Achievement:

a) Complete Major Field courses as indicated below.

b) Complete at least six units at Ohlone College.

c) Maintain a 2.0 grade point average in Major Field courses.

Student Learning Outcomes

1. Demonstrate confidence to work independently to setup, configure, and maintain a computer (client or server), stand-alone application, and/or computer system.

2. Demonstrate techniques to troubleshoot situations that impact the operation of a computer (client or server), stand-alone application, and/or computer system.

3. Demonstrate oral and written communication skills.
MAJOR FIELD
CNET-105 PC Hardware and Software 4
CNET-150 Network Operating Systems 4
CNET-154 Network Technician Training 4
CNET-160A Microsoft Client Operating Systems 2
CNET-161A Desktop Support I - Supporting Users 2
CNET-161B Desktop Support II - Supporting Applications 2
CNET-162 Windows Network Infrastructure Administration 2
ENGL-156 Introduction to Report and Technical Writing OR 3
SPCH-115 Career Communication (3) 23

SUPPORTING COURSES (Minimum six units required)
Choose 1-4 units from the following: 1-4
WEX-195A1-4 Internship

Choose 2-5 units from the following: 2-5
CNET-108 IT Project Management 3
CNET-114 How Technology Works 4
CNET-146 Introduction to UNIX/Linux 3
CNET-158 Wireless Networks 4
CNET-164 Microsoft Directory Services 2
CNET-166 Microsoft Server Operating Systems 2
CS-101 Introduction to Computers and Information Technology 3
CS-102 Introduction to Computer Programming Using C++ 4
CS-104A Introduction to .NET Programming 4

Total Required Units 29