



**CURRICULUM GUIDE  
2011-2012**

**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 Plan A, B, or C General Education 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.

**MAJOR FIELD**

CNET-105	PC Hardware and Software	4
CNET-150	Network Operating Systems	4
CNET-152	Data Communications	2
CNET-158	Wireless Networks	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-162A	Microsoft Server Operating Systems	2
ENGL-156	Introduction to Report and Technical Writing OR	3
SPCH-115	Career Communication	(3)
		25

**SUPPORTING COURSES** (Minimum six units required)

Choose 1-4 units from the following:	1-4
CNET-195A1-4 Internship	
Choose 2-5 units from the following:	2-5
CNET-101 Introduction to Computers and Information Technology	3
CNET-140A Linux Installation and Configuration	2
CNET-140B Linux System Administration	2
CNET-142A Linux Networking	2
CNET-142B Linux Security	2
CNET-146 Introduction to UNIX/Linux	3
CNET-147 UNIX/Linux Shell Scripting	4
CNET-149 PERL Programming	4
CNET-155A Network Fundamentals	4
CNET-155B Routing Protocols and Concepts	4
CNET-156A LAN Switching and Wireless	2
CNET-156B WAN Design and Support	2
CNET-162B Windows Network Infrastructure Administration	2
CNET-164A Microsoft Directory Services	2
CNET-164B Designing Microsoft Windows Directory Services Infrastructure	2
CNET-165A Designing a Secure Microsoft Windows Network	2
CNET-165B Microsoft Internet Security and Acceleration Server (ISA)	2
CNET-167A Network Application Administration I – Email (Exchange 2003)	2
CNET-168A Network Application Administration II – Database (SQL)	2
CNET-170 Network Security	4
CNET-182 Advanced Routing	3
CNET-183 Implementing Cisco Secure WANs CCNP II	3
CNET-184 Advanced Switching	3
CNET-185 Optimizing Converged Networks	3
CS-102 Introduction to Computer Programming Using C++	4
CS-104A Introduction to .NET Programming	4
CS-170 Java Programming	4
CS-175 From JavaScript to AJAX	4
CS-176 Introduction to PERL CGI Programming Development	4
Total Required Units	31