



CURRICULUM GUIDE 2014-2015

DESKTOP SUPPORT

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

Desktop Support technicians provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.

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 desktop computer (client or server); stand-alone application; and/or computer system.
2. Demonstrate techniques to troubleshoot situations that impact the operation of a desktop computer (client or server); stand-alone application; and/or computer system.
3. Demonstrate appreciation of the ICT career field and the need to be lifelong learners.

MAJOR FIELD

CNET-105	IT Essentials (CompTIA A+)	4
CNET-124A	Virtual Desktop Administration – Citrix	2
CNET-124B	Virtual Application Administration – Citrix	2
CNET-155A	Introduction to Networks (CCNA1)	4
CNET-160A	Microsoft Client Operating Systems	2
CNET-160B	Microsoft Desktop Support Technician	2
ENGL-156	Introduction to Report and Technical Writing OR	3
SPCH-115	Career Communication	<u>(3)</u>
		19

SUPPORTING COURSES

Complete one course from the following:

WEX-195A1	Occupational Work Experience Education OR	1
WEX-195A2	Occupational Work Experience Education OR	(2)
WEX-195A3	Occupational Work Experience Education OR	(3)
WEX-195A4	Occupational Work Experience Education	<u>(4)</u>
		1-4

Complete 9-11 units from the following:

CNET-108	IT Project Management	3
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
CS-152	Data Communications	2
CS-157	TCP/IP and Internetworking	<u>3</u>
		9-11

Total Required Units: 29-34