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.

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)  3
- **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  (3)  18

### SUPPORTING COURSES
Complete one course from the following courses:
- **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  (4) 1-4

Complete 9-11 units from the following courses:
- **CNET-108**  IT Project Management  3
- **CS-101**  Introduction to Computers and Information Technology  3
- **CS-102**  Introduction to Computer Programming Using C++  3
- **CS-104A**  Introduction to .NET Programming  4
- **CS-152**  Data Communications  2
- **CS-157**  TCP/IP and Internetworking  3  9-11

Total Required Units: 28-33