



**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