



**CURRICULUM GUIDE
2011-2012**

**TECHNICAL SUPPORT SPECIALIST
(A+, NETWORK+, MCP)**

**Associate in Science in Technical Support Specialist
and
Certificate of Achievement in Technical Support Specialist**

A Technical Support Specialist offers frontline support to end-users, assisting them in getting the most from their computer product. The specialist is responsible for leading the end-users through various procedures helping them fix their problems; this support could be conducted over the telephone, one-on-one, or in a small group training session.

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-101	Introduction to Computers and Information Technology	3
CNET-105	PC Hardware and Software	4
CNET-146	Introduction to UNIX/Linux	3
CNET-150	Network Operating Systems	4
CNET-152	Data Communications	2
CNET-157	TCP/IP and Internetworking	3
CNET-160A	Microsoft Client Operating Systems	2
CNET-162A	Microsoft Server Operating Systems	2
ENGL-156	Introduction to Report and Technical Writing OR	3
SPCH-115	Career Communication	<u>(3)</u>
		26

SUPPORTING COURSES (Minimum six units required)

Choose 1-4 units from the following:

CNET-195A1-A4 Internship

1-4

Choose 2-5 units from the following:

2-5

CNET-140A	Linux Installation and Configuration	2
CNET-140B	Linux System Administration	2
CNET-142A	Linux Networking	2
CNET-142B	Linux Security	2
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-158	Wireless Networks	4
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

32