



## **CURRICULUM GUIDE 2012-2013**

### **DESKTOP SUPPORT TECHNICIAN**

Certificate of Accomplishment in Desktop Support Technician

#### **Requirements for Certificate of Accomplishment:**

- a) Complete satisfactorily the courses listed for the particular certificate.
- b) Complete at least 50% of the required units at Ohlone College.
- c) Maintain a 2.0 grade point average.

#### **DESKTOP SUPPORT TECHNICIAN**

This certificate will assist students in offering frontline or helpdesk support to end-users, assist computer users in getting the most from their computer products, and lead them through various procedures, helping them to fix problems. This support is conducted over the telephone, one-on-one, or in a small group training session.

#### **Student Learning Outcomes**

1. Install a Windows desktop operating system.
2. Configure and troubleshoot access to resources, hardware devices, and drivers, the desktop and user computing environments, and network protocols and services.
3. Demonstrate appreciation of the Desktop Support career field and the need to be lifelong learners.

CNET-105	PC Hardware and Software	4
CNET-160A	Microsoft Client Operating Systems	2
CNET-161A	Desktop Support I – Supporting Users	2
CNET-161B	Desktop Support II – Supporting Applications	2
		<u>10</u>