



CURRICULUM GUIDE 2012-2013

TECHNICAL SUPPORT SPECIALIST

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

Performs any combination of following duties to provide technical support to workers in information processing departments: Develops work goals and department projects. Assigns and coordinates work projects, such as converting to new hardware or software. Designates staff assignments, establishes work priorities, and evaluates cost and time requirements. Reviews completed projects or computer programs to ensure that goals are met and that programs are compatible with other programs already in use. Evaluates work load and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Makes recommendations for improvements in computer system. Modifies, tests, and corrects existing programs. Evaluates and tests vendor-supplied software packages for mainframe computer or microcomputers to determine compatibility with existing system, ease of use, and if software meets user needs. Enters commands into computer to place programs in production status. Inactivates, individually or in combination, each component of computer system, such as central processing unit, tape drives, and mainframe coolers. Tests computer system to determine criticality of component loss. Prioritizes importance of components and writes recommendations for recovering losses and using backup equipment. Assists user to resolve computer-related problems, such as inoperative hardware or software. Trains workers in use of new software or hardware. Reads technical journals or manuals and attends vendor seminars to learn about new computer hardware and software. Writes project reports and documentation for new or modified software and hardware

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.

Student Learning Outcomes

1. Demonstrate confidence to work independently to setup, configure, and maintain a computer (client or

- server); stand-alone or network application; and/or networking system.
2. Demonstrate techniques to troubleshoot situations that impact the operation of a computer (client or server); stand-alone or network application; and/or networking system.
 3. Demonstrate oral and written communication skills.

MAJOR FIELD

CNET-105	PC Hardware and Software	4
CNET-150	Network Operating Systems	4
CNET-154	Network Technician Training	4
CNET-160A	Microsoft Client Operating Systems	2
CNET-162	Windows Network Infrastructure Administration	2
CNET-166	Microsoft Server Operating Systems	2
ENGL-156	Introduction to Report and Technical Writing OR	3
SPCH-115	Career Communication	<u>(3)</u>
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SUPPORTING COURSES (Minimum six units required)

Choose 1-4 units from the following:		1-4
CNET-195A1-A4	Internship	
Choose 2-5 units from the following:		2-5
CNET-114	How Technology Works	4
CS-102	Introduction to Computer Programming Using C++	4
CS-104A	Introduction to .NET Programming	4
	Total Required Units	27