



## CURRICULUM GUIDE 2019-2020

### IT SERVICE AND SUPPORT

#### Certificate of Achievement in IT Service and Support

IT Service and 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 technician 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 Certificate of Achievement:

- a) Complete Major Field and Supporting Courses.
- b) Complete at least six units at Ohlone College.
- c) Maintain a 2.0 grade point average in Major Field and Supporting 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-107	IT Service Management (ITIL)	3
CNET-151	Systems and Network Administration	3
CNET-154	Computer Network Fundamentals (Network+) OR	3
CNET-155A	Introduction to Networks (CCNA1)	(3)
CNET-160A	MS Client Operating Systems	2
CNET-160B	Microsoft Desktop Support Technician	2
COMM-125/BA-115	Career Communication OR	3
ENGL-156	Introduction to Report and Technical Writing	(3)
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#### SUPPORTING COURSES

Complete 3-4 units from the following courses:

CNET-101/CS-101	Introduction to Computers and Information Technology	3
CNET-108	IT Project Management	3
CNET-145/CS-145	PHP Programming with MySQL	4
CNET-152/CS-152	Data Communications	2
CNET-155B	Routing and Switching Essentials (CCNA2)	3
CNET-157/CS-157	TCP/IP and Internetworking	3
CNET-170	Network Security (Security+)	4
CS-102	Introduction to Computer Programming Using C++	3
CS-104A	Introduction to .NET Programming	4
		3-4

Total Required Units: 23-24