

COMPUTER INFORMATION TECHNOLOGY



About the Major

Computer Information Technology specialists provide technical assistance, support, and advice to customers and other users. These troubleshooters interpret problems and provide technical support for hardware, software, and systems. They answer telephone calls, analyze problems using automated diagnostic programs, and resolve recurrent difficulties. Increasingly, these specialists work for help-desk or support services firms, where they provide computer support to clients.

The Advantage of the Degree

Beginning computer support specialists usually work for organizations that deal directly with customers or in-house users. Then, they may advance into more responsible positions in which they use what they have learned from customers to improve the design and efficiency of future products. Computer support specialists at hardware and software companies often enjoy great upward mobility; advancement sometimes comes within months of initial employment.

Skills You Will Learn...

- ◆ Word processing
- ◆ Electronic spreadsheets
- ◆ Database management
- ◆ Presentation graphics
- ◆ Desktop publishing
- ◆ Microcomputer operating systems
- ◆ Web page design
- ◆ Multimedia and animation
- ◆ Office communications management

Earn This Degree and Work as...

Position	Median Salary
Computer Support Specialist	\$43,620
Desktop Publishing	\$34,110
Computer Help Desk	\$42,329
Computer Application Trainer	\$54,242

Source for position and salary information is the Department of Labor and Statistics.



COMPUTER INFORMATION TECHNOLOGY

SUGGESTED PROGRAM SCHEDULE

Program Code 25055 Associate in Science

Total credits required for the degree is 60.

To provide an opportunity to establish a basic foundation in computer applications. Graduates are prepared for positions as micro-computer support specialists, user support specialists, applications system specialist and computer information managers to meet the demands of today's automated offices. In addition, program objectives are designed to assist student in the development in interpersonal and communication skills required by office professionals.

Course	Course Title	Credits
GENERAL EDUCATION REQUIREMENTS—15 credits required		
ENC1101	English Composition 1	3
SPC1017	Fundamental of Speech Communication	3
PHI2604	Critical Thinking/Ethics	3
CLP1006	Psychology of Personal Effectiveness	3
MAC1105	College Algebra	3

MAJOR COURSE REQUIREMENTS—32 credits required

Choose 4 credits from:

CTS1650	Networking Fundamentals	4
Or		
CTS1134	Networking Technologies	4
—AND—		
CGS1060	Intro to Microcomputer Usage	4
CGS1560	Microcomputer Operating Systems	4
CGS2108	Advanced Desktop Applications	4
CTS1328	Supporting Microsoft Clients	4
CTS1131	A+ Computer Essentials & Support	4
CTS2153	Supporting Windows Users & Applications	4
CTS2154	IT Help Desk Support	4

PROGRAM ELECTIVES – 13 credits required

Choose computer electives with your advisor's guidance.

Suggested:

CTS1650	Cisco Fundamentals	4
CTS1651	Routing and Switching	4
CTS2652	Advanced Routing and Switching	4
CTS2653	Connecting Networks	4
CTS2910	Directed IT Study	(variable) 1-4

—OR—

Any (CEN*, CGS*, CIS*, CET*, COP*, CAP*, CTS*)

Requirement Note:

**Student must attempt CGS1060 by the sixteenth Earned College-Level Credit.

NEW Bachelor of Science in Information Systems Technology Requirements:

ECO 2013, STA 2023, CGS 1060, CGS 1540, COP 1334, and either CTS 1134 or CTS 1650 are pre-requisites for the MDC **BS-IST**.

This suggested schedule is only one possible method to complete your degree requirements. It is highly recommended that you seek the advice of a Technology department advisor and/or faculty member.

First Term

15 Credits

CGS1060	Intro to Microcomputer Usage	4
CGS1560	Microcomputer Operating System	4
CTS1131	A+ Computer Essentials & Support	4
ENC1101	English Composition I	3

Second Term

11 Credits

CTS1650 OR CTS1134		4
CGS2108	Advanced Desktop Applications	4
MAC1105	College Algebra	3

Third Term

12 Credits

CTS1328	Supporting Microsoft Clients	4
CTS2154	IT Help Desk Support	4
CTS2153	Supporting Windows Users & Applications	4

Fourth Term

13 Credits

Elective		4
Elective		4
Elective		4
Elective		1

Fifth Term

9 Credits

SPC1017	Fundamentals of Speech Comm.	3
PHI 2604	Critical Thinking/Ethics	3
CLP1006	Psychology of Personal Effectiveness	3

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