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## Computer Support Specialist

**Objective:** The Computer Support Specialist program was developed to give the student classroom instruction, lab, and real work experience to prepare a student for a career in the technical side of personal computers. Training in hardware support and services including basic electronic theory, terminology, and computer system assembly complete with software installation, troubleshooting techniques, and solutions. There is an introduction to LAN cabling and design, installation, and maintenance. The Computer Support Specialist program provides a student with basic networking skills, which includes Microsoft Windows Clients Operating systems and servers. Graduates are prepared to assume positions as computer consultants or computer technicians.

In keeping with the philosophy of the College, courses are included in management communications and career transitions designed with the Computer Support Specialist program in mind. The emphasis in this program is placed on marketable skills (employability).

Empire College is a Microsoft Developers Network Academic Alliance (MSDN AA) member and uses a teaching program prescribed by Microsoft to prepare graduates for certification as Microsoft Certified Professionals (MCPs) at the product level.

The student is prepared for four certifications:

CompTIA A+ Technician

CompTIA Network+

Microsoft Certification at the product level (MCP-Microsoft Certified Professional) in Windows 7 Professional and Installing and Configuring Windows Server 2012.

Certifications are not required to be employed in the career field or to graduate from the program, but they are highly recommended. Exams may be taken at the on-campus Prometric/VUE Testing Center. Exam fees vary, ranging from \$60 to \$225.

Note: All units in this program are transferable to the Specialized Associate Degree - Information Technology program.

**Expected Educational Outcomes:** Upon completing the Computer Support Specialist program, students will have demonstrated competency in the following areas:

1. The ability to diagnose and repair microcomputers (IBM compatibles) using standard diagnostic techniques.
2. Installation and configuration of internal and external computer components.
3. Installation and configuration of application software.
4. The ability to provide customer and user support for computer systems and networking products including Microsoft Windows and numerous software products.
5. The ability to interact with users/customers in a professional, businesslike manner.

**Diploma** awarded upon successful completion of all graduation requirements.

**Empire College**  
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**Empire College**  
Business – Law – Technology – Medical

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## Program Outline: Requirements for Graduation

<b>Class No.</b>	<b>Class Title</b>	<b>Hours</b>	<b>Qtr.</b> <b>Units</b>
CSN100	Introduction to Computer Hardware	72	5.0
CSN111A	Powershell	24	1.0
CSN120	Computer Configuration and Troubleshooting	72	5.0
CSN140	Advanced Computer Set-up and Communications	72	5.0
CSN160	Network Plus	72	5.0
CSN175A	Wiring Hardware	24	2.0
CSN183	Green Information Technology Strategies	24	1.0
CSN191A	Certification Preparation I	24	1.0
CSN212	Windows Server Network Infrastructure	72	5.0
CSN242	Windows Operating System Configuration	72	5.0
CSN260	Basic Linux	72	5.0
ENN303A	Management Communications I	24	2.0
GBN101	Career Transitions	24	2.0
GBN200A	Human Relations I	24	2.0
GBN200B	Human Relations II	24	2.0
GBN200C	Human Relations III	24	2.0
	Total:	720	50.0
	Total Weeks/Quarters:	36/3	

**Keyboarding Speed Graduation Requirement:**  
25 NWPM