
I.T. Support Specialist

Objective: The IT 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 Imagine partner 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 10 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 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.

Department of Labor Standard Occupational Classification (SOC) Code(s): 15-1151.00 - Computer User Support Specialists; 11-1152.00 - Computer Network Support Specialists
CIP Code: 11.1006 – Computer Support Specialist

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.

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Empire College
Business – Law – Technology – Medical

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Program Outline: Requirements for Graduation

Class No.	Class Title	Hours	Qtr. Units
CSN100	Introduction to Computer Hardware	72	5.0
CSN111A	Command Line Interface	24	1.0
CSN120	Computer Configuration and Troubleshooting	72	5.0
CSN140	Advanced Computer Set-up and Communications	72	5.0
CSN150	Ticketing and Troubleshooting	24	1.0
CSN160	Network Plus	72	5.0
CSN191A	Certification Preparation I	24	1.0
CSN212	Windows Server Network Infrastructure	72	5.0
CSN242	Windows Operating System Configuration	72	5.0
CSN250A	Introduction to Routers I	24	2.0
ENN303A	Management Communications I	24	2.0
ENN303B	Management Communications II	24	2.0
GBN101	Career Transitions	<u>24</u>	<u>2.0</u>
	Total:	600	41.0
	Total Weeks/Quarters:	30/2.5	

Keyboarding Speed Graduation Requirement:

25 NWPM