

**Technical Support Area of Concentration**

Technical Support and Help Desk operations are an important part of computer operations in almost every company and organization today. Students will examine general technical support concepts, responsibilities and customer service skills. Students will troubleshoot, analyze, identify and diagnose errors, using established processes and procedures.

Successful completion of this program qualifies a student to apply for an Associate of Applied Science degree in Computer Technology – Area of Concentration in Technical Support.

<b>SECOND SEMESTER</b>	Credit Hours
Computer Technology 219 (Operating Systems).....	3
Computer Technology 221 (Office Applications I) .....	3
Computer Technology 225 (Introduction to Networking) .....	3
English 112 (Business and Technical Communications) .....	3
Social and Behavioral Science Elective .....	3
Total: 15	

<b>THIRD SEMESTER</b>	
Computer Technology 180 (PC Architecture).....	3
Computer Technology 184 (Technical Support Operations) .....	3
Computer Technology 239 (Cisco Networking 2) .....	3
① Computer Technology 200-Level Elective .....	3
Speech 101 (Speech Communication I) .....	3
Total: 15	

<b>FOURTH SEMESTER</b>	
Business Administration 104 (Sales and Customer Service) .....	3
Computer Technology 288 (A+ Certification Exam Review) .....	1
Computer Technology Electives.....	6
Laboratory Science Elective.....	4
Total: 14	
Total Credit Hours: 60	

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① *Computer Technology 240 (Field Placement) can be used as a substitute for any required 200-level computer technology course in the technical support area of concentration.*

*NOTE: All courses specifically identified by course number are graduation requirements for this program.*

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