AAS: Computer Support Technician
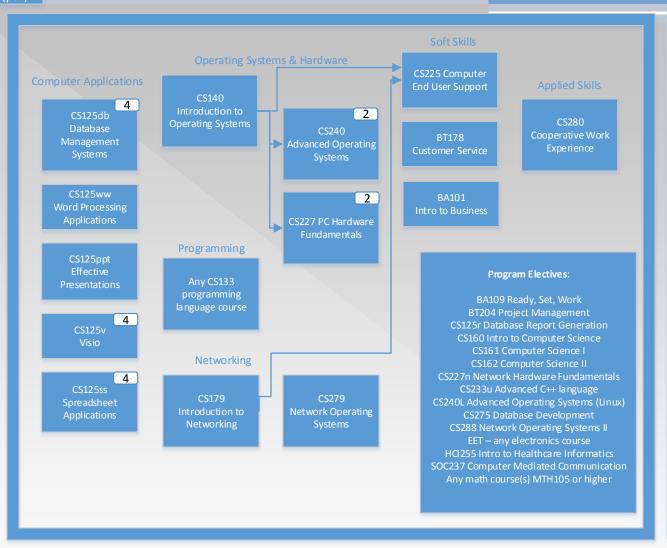
May 4, 2016

Graduation Guide (pdf)

Program Pre-Requisites

CS120 Concepts in Computing I — 1

MTH63 Applied Technical Math (or MTH60)

WR115 Introduction to Expository Writing

Computer Applications

CS125db Database Management Systems — 4

CS125ww Word Processing Applications

CS125ppt Effective Presentations

CS125v Visio — 4

CS125ss Spreadsheet Applications — 4

Operating Systems & Hardware

CS140 Introduction to Operating Systems

CS240 Advanced Operating Systems — 2

CS227 PC Hardware Fundamentals — 2

Programming

Any CS133 programming language course

Networking

CS179 Introduction to Networking

CS279 Network Operating Systems

Soft Skills

CS225 Computer End User Support

BT178 Customer Service

BA101 Intro to Business

Applied Skills

CS280 Cooperative Work Experience

Program Electives:

BA109 Ready, Set, Work
BT204 Project Management
CS125r Database Report Generation
CS160 Intro to Computer Science
CS161 Computer Science I
CS162 Computer Science II
CS227n Network Hardware Fundamentals
CS233u Advanced C++ language
CS240L Advanced Operating Systems (Linux)
CS275 Database Development
CS288 Network Operating Systems II
EET – any electronics course
HCI255 Intro to Healthcare Informatics
SOC237 Computer Mediated Communication
Any math course(s) MTH105 or higher

Program Learning Outcomes:

1. Make recommendations regarding appropriate equipment acquisitions, maintenance, upgrade and life-cycling in the workplace.
2. Applies operating system and hardware concepts and principles to problem solving in the context of computer systems.
3. Troubleshoot and solve a variety of equipment-related issues in a workplace environment.
4. Use standard business productivity software to support electronic projects.
5. Explain basic troubleshooting processes and procedures from initial diagnosis to final documentation and reporting.
6. Develops technical documentation to support organizational needs.
7. Explain and demonstrate how to interact and communicate effectively with people of different technical backgrounds and professional positions.
8. Works effectively as an individual under guidance and as a member of a team.

General Education Requirements

HE250 Personal Health (or alternate)

MTH96 Applied Algebra II (or MTH65)

LIB127 Introduction to Library Research Methods

COMM225 Small Group Comm. & Problem Solving — 8

PSY101 Psychology of Human Relations — 7

SP111 Fundamentals of Public Speaking (or SP218) — 7

WR121 English Comp I — 7

WR227 Technical Writing (or WR122) — 7

Speech & Communication (7)

Computer Science Department
Rogue Community College

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