



## Computer Support Specialist A.B.

Curriculum Code: 0713

Effective: Fall 2019 – Summer 2024

### Description

Computer support specialists install, modify and make minor repairs to computer hardware and software systems and provide technical assistance and training to system users. They install or assist service personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives on user's premises, following design or installation specifications. They may also load software packages into the computer; instruct users in use of equipment, software, and manuals; answer clients' inquiries concerning the systems operation; and diagnose system hardware, software, and operator problems. Students completing this curriculum may also be eligible to apply for certificates of completion in Microsoft Office Specialist (0841) and Computer Technology Basics (0844).

### Contact Information

Contact the Computer Information Technologies Program at the West Campus Building, Room M103, telephone number 517-267-6406 or Student Services West Campus, West Campus Building, Room M016, telephone number 517-267-5452.

### General Education Core Courses, Recommended Choices

(For the full list of options, see [General Education Core Courses](#))

- Communication – *Select one*  
COMM 110, Communication in the Workplace, 3 credits / 3 billing hours  
COMM 120, Dynamics of Communication, 3 credits / 3 billing hours  
COMM 130, Fund of Public Speaking, 3 credits / 3 billing hours
- Global Perspective and Diversity – *Select one*  
MGMT 234, Diversity in the Workplace, 3 credits / 3 billing hours  
SOCL 120, Introduction to Sociology, 4 credits / 4 billing hours
- Math – *Select one*  
MATH 119, Math - Applications for Living, 4 credits / 4 billing hours  
STAT 170, Introduction to Statistics, 4 credits / 4 billing hours
- Science – *Select one*  
BIOL 120, Environmental Science, 4 credits / 6 billing hours  
CHEM 135, Chemistry in Society, 4 credits / 5 billing hours  
PHYS 120, The Art of Physics, 4 credits / 5 billing hours
- Writing – *Select one*  
ENGL 121, Composition I, 4 credits / 4 billing hours

## Program of Study Required Courses

Course Code	Course Title	Credit / Billing Hours
BUSN 118	Introduction to Business	3 / 3
CITA 115	Microsoft PowerPoint	3 / 3
CITA 119	Microsoft Word	3 / 3
CITA 126	Microsoft Excel	3 / 3
CITA 133	Microsoft Access Database	3 / 3
CITF 110	Intro Computer Info Systems	3 / 3
CITF 140	Information Technology Ethics	3 / 3
CITN 120	Networking Concepts	3 / 3
CITP 110	Intro to Programming-Python	4 / 4
CITS 110	Helpdesk Support Specialist	3 / 3
CITS 125	Computer Support: A+ Cert Prep	6 / 6
CITS 285	IT Professional Internship	3 / 3
CITW 150	Internet Literacy	3 / 3

## Program of Study Required Courses, Limited Choice – *Select two*

Course Code	Course Title	Credit / Billing Hours
CITA 140	Microsoft Outlook	3 / 3
CITA 219	Advanced Microsoft Word	3 / 3
CITA 226	Microsoft Excel–Advanced	3 / 3
CITD 250	Database Concepts	3 / 3
CITF 260	Systems Analysis and Design	4 / 4
CITS 225	Networking for PC Technicians	3 / 3
CITW 160	Web Development HTML & CSS	3 / 3

## Total Credit Hours

67-70 credits / 68-72 billing hours

## Recommended Course Sequence

Semester I	Semester II
Math Core	Writing Core
CITA 115	CITA 119
CITA 126	CITA 133
CITF 110	CITN 120
CITW 150	CITP 110

Semester III	Semester IV
Communication Core	Science Core
Global Perspectives and Diversity Core	BUSN 118
CITF 140	CITS 285
CITS 110	Limited Choice
CITS 125	Limited Choice