



Computer Support Technician A.A.S.

Curriculum Code: 0743

Effective: Fall 2019 – Summer 2024

Description

A computer support technician is highly knowledgeable in both computer hardware and software. This person must not only understand the operation of the computer system, but must also diagnose and repair the system when it fails, make upgrades, and perform preventive maintenance. A computer support technician also answers customers' questions relating to correct use of computers or components and may install new equipment. A successful computer support technician must understand electronics, computer hardware and software, and how they work together to make the computer operate. Computer support technicians are employed in computer sales and service shops and any place a large number of computers are found. Students completing this curriculum may also be eligible to apply for a Certificate of Achievement for Computer Technician (0168). Not all courses in this program transfer to all colleges. Students planning to transfer should see an academic advisor before enrolling in any course.

Contact Information

Contact the Computer Information Technologies Program in 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

- **Math – *Select one***
MATH 119, Math - Applications for Living, 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
ENGL 124, Technical Writing, 3 credits / 3 billing hours

Program of Study Required Courses

Course Code	Course Title	Credit / Billing Hours
CITN 115	IoT & Automation Fundamentals	5 / 6
CITN 280	IT Security Foundations	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 170	Basic Electronic for PC Repair	6 / 7
CITS 176	Computer Troubleshooting	4 / 4
CITS 225	Networking for PC Technicians	3 / 3
CITS 230	Computer Virtualization	3 / 3
CITS 285	IT Professional Internship	3 / 3

Program of Study Required Courses, Limited Choice – *Select one*

Course Code	Course Title	Credit / Billing Hours
CITF 240	IT Project Management	3 / 3
CITN 222	Wireless Networking & Security	3 / 3
CITN 230	Linux/UNIX Operating System	3 / 3
CITN 250	Microsoft Network Server	3 / 3

Total Credit Hours

60-61 credits / 63-65 billing hours

Recommended Course Sequence

Semester I (Fall)	Semester II (Spring)
CITS 110	Writing Core
CITS 125	CITN 115
CITS 170	CITP 110
	CITS 176

Semester III (Fall)	Semester IV (Spring)
Global Perspectives and Diversity Core	Communication Core
Math Core	Science Core
CITS 225	CITN 280
CITS 230	CITS 285
	Limited Choice