

Computer Support Specialist A.A.S. Advisement Tip Sheet 2010-2011

CONTACT INFORMATION

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PURPOSE OF PROGRAM

Students entering this degree program will gain a basic understanding of computer systems and technologies, and will acquire knowledge and skills needed to install, maintain, and repair microcomputers. At the same time, through the required liberal arts and sciences courses, students will learn and develop critical thinking and communication skills that will be essential for providing high quality support services to computer users. Graduates of the program will have an understanding of the concepts and principles of computer repair and maintenance and will be able to:

- use troubleshooting skills to diagnose hardware and software problems
- use hand tools and test equipment to install and repair hardware
- install various computer components and peripherals, and software

The intent of the program is to prepare students for immediate employment.

PRIORITY COURSES

Priority courses for first semester if student is part-time or only able to take 12-13 credits:

CSS 112
CIS 108

If students must delay the core courses because of MATH095 class work, they will not graduate in two years. Please note that even though students need to complete only a college-level math elective for the math requirement, CIS 108 requires completion of MATH095 if required through placement testing.

COURSE SEQUENCING DETAILS

<u>Fall only</u>	<u>Spring only</u>
CSS 112	CIS 132
CSS 212	CIS 214
CIS 215	
CIS 220	

GUIDELINES FOR CHOOSING COURSES

N/A

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JOB OPPORTUNITIES

Local employment is highly possible. Many private companies provide support to other organizations, and reasonably sized organizations provide this support in-house. There is a tremendous need for people in this area.

Students will be qualified for entry-level professional positions in computer maintenance and help-desk support. Many businesses and other organizations in this region have a current need for, or plan to add, computer support personnel to their staff. A needs assessment found that employers are having difficulty finding technically competent job applicants who have the written and oral skills needed to effectively communicate with and provide technical support to computer users.

According to the U.S. Bureau of Labor Statistics and the New York State Department of Labor, computer support specialist will be among the fastest growing occupations nationwide and the fastest growing occupation in New York State through 2010.

TRANSFER INFORMATION

Transfer Options: There are really no 4-year schools offering such programs; however, business programs may offer programs of interest.

FREQUENTLY ASKED QUESTIONS

N/A