

# COMPUTER SUPPORT SPECIALIST, A.A.S.

## Entry Time

Fall

## Award

Associate of Applied Science degree

2 years (4 terms)

Computer support specialists provide technical assistance to users as well as maintain, upgrade, and repair computer systems and networks. Students interested in this field should have an interest in working with people. Specialists constantly interact with customers and fellow employees as they answer questions and give valuable advice. They should also enjoy learning about new technology and be willing to work on both hardware and software systems. Good writing and communications skills are also required.

This degree focuses on a variety of IT skills that include hardware, software, networking and programming, as well as problem-solving and analytical skills.

## Career Opportunities

- computer support specialists
- technical support specialists
- help desk technicians

## Degree Requirements

Course	Title	Credit Hours
<b>Term 1</b>		
NET-130	Computer Concepts <sup>1</sup>	3
NET-165	Network Plus <sup>1</sup>	3
CIS-207	Fundamentals of Web Programming <sup>1</sup>	3
CIS-121	Introduction to Programming Logic <sup>1</sup>	3
ENG-105	Composition I	3
	<b>Term Totals:</b>	<b>15</b>
<b>Term 2</b>		
NET-235	CCNA Cisco <sup>1</sup>	3
NET-650	Cloud Infrastructure <sup>1</sup>	3
NET-630	Ethics in Information Technology <sup>1</sup>	3
NET-168	Administering Windows Server <sup>1</sup>	3
MAT-772 or MAT-707	Applied Math or Algebra Mastery <sup>1</sup>	3
	<b>Term Totals:</b>	<b>15</b>
<b>Term 3</b>		
CSC-116	Information Computing	3
NET-600	Network Security Basics <sup>1</sup>	3

NET-785	Fundamentals of Desktop Support <sup>1</sup>	3
ENG-108	Composition II: Technical Writing	3
SPC-101 or SPC-112	Fundamentals of Oral Communication or Public Speaking	3
MKT-180	Customer Service Strategies	1
	<b>Term Totals:</b>	<b>16</b>
<b>Term 4</b>		
	Humanities or History/Culture Course ( <a href="https://creditcatalog.kirkwood.edu/aas-degree-humanities-requirement/">https://creditcatalog.kirkwood.edu/aas-degree-humanities-requirement/</a> )	3
MGT-145 or PSY-111	Human Relations in Management or Introduction to Psychology	3
MGT-121	Project Management Basics	3
WBL-146 or WBL-110	Workplace Project Based Learning: Information Solutions or Employability Skills	3
NET-850	Special Topics in Technology <sup>1</sup>	3
NET-860	Information Technology Specialist Capstone <sup>1</sup>	3
	<b>Term Totals:</b>	<b>18</b>
	<b>Program Totals:</b>	<b>64</b>

<sup>1</sup> Minimum grade requirement of C-