

IT - Computer Support Specialist

66-credit Associate of Applied Science Degree

About the Program

Geared for individuals who enjoy working with both people and technology, the IT - Computer Support Specialist program helps prepare students for positions that involve support of end users and computer systems. Gain skills in problem solving, team building, service management and interpersonal communication. Become proficient at installing and updating computer hardware, software, and networks as well as troubleshooting computer problems within organizations.

This program can be completed with evening course options.

Potential Job Titles

- Support Technician
- Help Desk Analyst
- Computer Support Specialist
- Software Trainer
- Desktop Support
- End User Support Specialist
- IT Technical Support
- Software Support Specialist
- IS Support Desk
- Technology Specialist
- IS Resource Support Technician

Credit Transfer

Students may choose to continue their education at a four-year college or university such as Carroll College, Milwaukee School of Engineering, UW-Milwaukee, Cardinal Stritch University, University of Phoenix or Ottawa University. Articulation agreements exist that include junior standing. Visit www.wctc.edu/transfer for specific information. Since the details of credit transfers change from time to time, be sure to contact the intended college or university to verify credit transferability.

Admission Process

- Fill out a WCTC application
- Send \$30 non-refundable application fee
- Send high school transcript or GED/HSED
- Send any previous college transcripts
- Complete Skills Assessment test (COMPASS)
- Begin pursuing Financial Aid options

For more information, call 262.691.5200.

Required Courses		Credits
First Semester		
150-191	Introduction to Networking	2
152-107	Introduction to Programming	2
154-133	Application Suite	3
154-135	Fundamentals of Support	2
631-183	Comp Hdwe Diagnostics	3
801-195	Written Communication	3+
Total semester credits		15
Second Semester		
152-110	Applications of Web Technology	2
152-115	Database Concepts	3
154-132	Software Analysis & Implement	2
801-196	Oral/Interpersonal Comm	3+
804-123	Math w Business Apps	3+
	Elective	3
Total semester credits		16
Third Semester		
107-032	Info Tech Project Mgmt Tools	3
150-132	Microsoft Windows Vista	3
154-140	ITIL v3 Foundation	3
196-104	Leadership Skills	2
809-166	Intro to Ethics: Theory & App	3
809-199	Psychology of Human Relations	3
Total semester credits		17
Fourth Semester		
102-151	Business Co-op I	3
107-118	Information Systems Design	4
154-137	Emerging Technologies	2
154-139	Train the Trainer	3
809-195	Economics	3+
809-196	Introduction to Sociology	3+
Total semester credits		18
+ Proficiency exam available		
Curriculum is current as of catalog printing. The most current curriculum requirements for graduation will be provided upon admission to program, or review at www.wctc.edu .		

IT - Computer Support Specialist Required Courses

102-151 Business Co-Op I 3
Focus on goal setting, interpersonal relationships, and project activities during this occupational experience. The WCTC instructor/coordinator will work closely with the work site supervisor toward common educational objectives.
Prerequisites: Approval of Co-op Ed Office

107-032 Info Tech Project Mgmt Tools 3
Learn to use tools that can help manage projects by controlling and scheduling activities and by tracking progress toward measurable outcomes. Use Microsoft Project software to enhance ability to properly manage a project. Discuss the functionality of Microsoft Project, and review other software tools and resources available to project managers. Prepare to take industry standard certification courses in project management.
Prerequisites: 107-030 Informatn Tech Proj Mgmt Princ

107-118 Information Systems Design 4
Practice techniques used in computer programming and systems analysis and review the structure, lines of authority, and information needs of the business enterprise. Become familiar with system projects, including preliminary investigations, setting objectives, establishing costs and benefits, and collecting data. Discuss the design techniques used in the development of specifications for outputs, inputs, and files, as well as the techniques for developing procedures and controls of typical business systems.
Prerequisites: 152-106 Basic Programming/Logic (or concurrent) and 801-196 Oral/Interpersonal Comm; or Equivalent work experience and 107-106 Basic Programming/Logic

- 150-132 Microsoft Windows Vista** 3
Develop the knowledge and skills necessary to address the implementation and desktop support needs of customers who are planning to deploy and support Microsoft Windows Vista in a variety of network operating system environments. Topics covered will include installation, configuration, optimization and troubleshooting of the Windows Vista operating system. Additional focus will include network configuration, remote access and the configuration of Windows Firewall and Windows Defender. Be prepared for the Microsoft MCP certification.
Prerequisites: 150-191 Introduction to Networking or 107-191 Introduction to Networking
- 150-191 Introduction to Networking** 2
Study network types, topology, and media, as well as local area network issues dealing with operating systems, costs, and hardware. Gain hands-on experience in hardware and software work involved in networking. Experience in using the basic functions of a computer is necessary.
- 152-107 Introduction to Programming** 2
Learn fundamental Object-oriented Programming (OOP) concepts: classes, objects, methods, properties, event handling, control logic, data structures, algorithms, concurrency and problem solving, with minimal exposure to language semantics. A unique drag-and-drop, graphical environment is provided, which results in mistake-free code generation. Learners hone problem solving skills while exploring concepts visually, and then seeing how these concepts translate to code. This is a common, required course for Programmer Analysts, Network Specialists and Computer Support Specialists. Degree-tailored language semantics will be introduced in the final weeks of the course.
- 152-110 Applications of Web Technology** 2
Explore the major software and hardware technologies used by businesses to leverage the world-wide web (WWW) for information and software application platform delivery. The course is designed as a common requirement for all IT degrees. Discover how the web's unique client-server architecture works and how it may be optimized for scalability, security and bandwidth. In addition, explore the evolution of the web from a Web 1.0-style static information-only site to the newer Web 2.0 and Web 3.0 concepts that blur the distinction between a web site and a standard software application. Among the many technologies examined are (X)HTML, CSS, JavaScript, Applets, Flash, Ajax, server-side code execution and languages and frameworks, n-tier server architectures, network hardware and software, content management and support requirements and hands-on applications and development basics.
- 152-115 Database Concepts** 3
Understand an introduction to database design and concepts. Learn about data normalization and Entity Relationship (ER) Diagrams. Write code to create basic SQL SELECT statements, restricting rows and sorting data, joining data from multiple tables, selected single-row functions, group functions, and subqueries. Become familiar with code for table creation and management, constraints, data manipulation and transaction control.
- 154-132 Software Analysis & Implement** 2
Evaluate software and hardware requirements and learn the problems that occur when software is installed on incorrect hardware or operating systems.
- 154-133 Application Suite** 3
Operate the office software applications most often used in business and industry today. Learn principles and functions of Microsoft and open source office application products. Develop projects and troubleshoot problems in existing projects by focusing on single product function, interoperability and compatibility between application products, and constraints with upgraded versions. Application products include word processing, spreadsheet, email, calendar, presentation, and internet software programs.
- 154-135 Fundamentals of Support** 2
Apply problem solving techniques and communication skills in providing technical support to end users. Gain hands-on experience using service management applications. Learn various software applications and VoIP technology to log, track, maintain, and resolve computer issues. Understand how giving and receiving feedback, thinking critically, making effective decisions, and dealing with conflict will result in a successful interaction with computer end users.
- 154-137 Emerging Technologies** 2
Focus on new and emerging technologies in the fast-paced and ever-evolving world of information technology. Learn and research future technologies: how they evolve, and how to identify them. Use Web 2.0 Services, implement mobile computer solutions and support external peripheral devices while practicing real-world IT processes.
- 154-139 Train the Trainer** 3
Learn to create and present information technology training sessions in a corporate environment. Practice techniques of technical writing that focus on documentation and instruction development. Use presentation skills that utilize new technologies to model for trainees. Train the Trainer students will create curriculum and teach to the unique needs and learning styles of adults.
Prerequisites: 801-195 Written Communication and 152-107 Introduction to Programming and 150-191 Introduction to Networking and 154-135 Fundamentals of Support
- 154-140 ITIL v3 Foundation** 3
Learn the Information Technology Infrastructure Library (ITIL) v3 best practices framework and discover how ITIL can be used to deliver quality IT services within an organization. ITIL v3 focuses on the Service Lifecycle concepts: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. Gain an understanding of the ITIL fundamentals, core concepts, IT infrastructure, and service management. Students who pass the ITIL v3 Foundation exam administered at the end of class will receive the ITIL v3 Foundation Certificate, which is a prerequisite for subsequent ITIL training programs.
- 196-104 Leadership Skills** 2
Get to know what motivates people, and learn how to plan, manage, and communicate effectively. Develop a consistent personal leadership style that fits the work environment.
- 631-183 Comp Hdwe Diagnostics** 3
Learn the basic functions and general repair of computers. Describe the various forms of microprocessors, coprocessors, bus structures, POST, and BIOS, and learn how to find technical support. Discover how to restore a destroyed CMOS configuration and study how floppy and hard disk drives work mechanically and electronically. Discuss methods of data storage such as IDE, RLL, MFM, ESDI, and ARLL. Study documentation and technical support issues.
- 801-195 Written Communication** 3
Study and practice the transfer of information, ideas, and experiences in written form through reports, letters, memoranda, and other documents. Gain proficiency in the areas of organization, clarity, accuracy, and directness.
Prerequisites: COMPASS-Writing Skills or ACT-English or ASSET-Writing Skills or Accuplacer Sentence Skills or TABE Advanced Language or 831-103 Intro to College Writing or 851-771 Writing-Program Readiness
- 801-196 Oral/Interpersonal Comm** 3
Practice the necessary skills for effective speech delivery, listening, assertiveness, conflict resolution, teamwork, and general interpersonal communication.
- 804-123 Math w Business Apps** 3
Develop an understanding of real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.
- 809-166 Intro to Ethics: Theory & App** 3
Gain a basic understanding of the theoretical foundations of ethical thought. Diverse ethical perspectives will be used to analyze and compare relevant issues. Critically evaluate individual, social and/or professional standards of behavior, and apply a systematic decision-making process to these situations.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- 809-195 Economics** 3
Discuss the major institutions and principles that underlie the contemporary American economic system, and consider topics such as the free enterprise system, supply and demand, circular flow, government involvement, the Federal Reserve System, economic growth and development, the effects of international trade, comparative economic systems, and global economics.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- 809-196 Introduction to Sociology** 3
Learn the basic concepts of sociology: culture, socialization, social stratification, multiculturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- 809-199 Psychology of Human Relations** 3
Examine the principles of interaction as applied to human relations at home and on the job. Explore topics such as self concept personality development, learning, motivation, emotions, stress, human relations processes, and special relationships.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- Elective Options**
Any course at the associate degree level will meet the elective requirement.