

Computer Support Certificate

Certificate Number 90-154-2

Description:

The Computer Support Certificate is designed for individuals interested in developing the support skills necessary to provide a wide range of end-user support to the computer user. Online delivery of many of the courses in this certificate allows the learner to progress at his/her own pace.

All credits from this certificate can be applied to meet requirements in the Computer Support Specialist or the E-Business Technology Specialist associate degree programs.

Requirements for Certificate Entry:

A strong knowledge in microcomputer applications, to include MS-Word, PowerPoint, Excel and Access.

Certificate Completers Will be Able to:

- Provide end-user support in various environments.
- Design hardware and software documentation.
- Train end users to use their systems more efficiently.
- Design effective documents, spreadsheets, and presentations using application software.

Curriculum

CATALOG #	DESCRIPTION	CREDITS
10-107-194 <i>Offered in: Fall 2008 Spring 2009</i>	Micro Documentation... students plan documentation content and delivery methods; develop online, context sensitive, and written documentation, become familiar with ISO 9000 standards, package PDF files, and create compiled help modules. (Prerequisite: 10-801-195, Communication-Written or equivalent)	2
10-154-158 <i>Offered in: Fall 2008 Spring 2009</i>	Micro Hardware-Advanced... advanced micro hardware and operating system configuration and maintenance; disk storage configuration; Windows registry, virus and component troubleshooting, diagnosis, upgrades and repair. (Prerequisites: 10-154-150, Micro Hardware-Intro AND 10-154-152, Micro Operating Systems)	3
10-154-150 <i>Offered in: Summer 2008 Fall 2008 Spring 2009</i>	Micro Hardware-Intro... computer/network terminology, component identification, POST, computer/peripheral/printer maintenance, system boards, memory systems, FAT vs NTFS, operating system/network installations/configurations, internet research, troubleshooting, command line.	3
10-154-190 <i>Offered in: Fall 2008 Spring 2009</i>	Micro Help Desk/End User Sup... describe the role of the help desk in technology support, use terminology, processes, and tools, and demonstrate the use of business, technical, communication, and self-management skills required for help desk support professionals.	2
10-154-152 <i>Offered in: Fall 2008 Spring 2009</i>	Micro Operating Systems... explain the role of the microcomputer operating system, implement operating system communications and networking components, perform standard operating system maintenance, and recognize current server and infrastructure device operating systems. (Prerequisite: 10-154-150, Micro Hardware-Intro)	3

continued

For more information, please contact: The Business and Information Technology Division, (920) 498-5435, or (800) 422-NWTC, ext. 5435, or contact Donna Meves, Flexible Learning Manager, (920) 498-6872 or (920) 498-5431, donna.meves@nwtc.edu.

Computer Support Certificate

Certificate Number 90-154-2 (continued)

CATALOG #	DESCRIPTION	CREDITS
10-154-160 <i>Offered in:</i> <i>Summer 2008</i> <i>Fall 2008</i> <i>Spring 2009</i>	Micro Software-Intro ...an introductory course for the Computer Support Specialist program and covers the fundamental capabilities and functions of Word, PowerPoint, Excel, Email correspondence, Internet search engines, and file compression.	3
10-107-195 <i>Offered in:</i> <i>Fall 2008</i> <i>Spring 2009</i>	Micro Training ...effective presentation skills, plan training content and delivery methods, write lesson plans, provide training materials, conduct training sessions, and assess learners' grasp of stated objectives. (Prerequisites: 10-154-160, Micro Software-Intro AND 10-154-150, Micro Hardware-Intro)	2
<i>Certificate Total</i>		18

For more information, please contact: The Business and Information Technology Division, (920) 498-5435, or (800) 422-NWTC, ext. 5435, or contact Donna Meves, Flexible Learning Manager, (920) 498-6872 or (920) 498-5431, donna.meves@nwtc.edu.