

# Computer Support Technician - IT

Program Code 311546

## Technical Diploma - One Year

Offered at the Marinette and Sturgeon Bay campuses. For information in Marinette: (715) 735-9361.  
For information in Sturgeon Bay: (920) 746-4900. Toll-free: (800) 422-NWTC, ext. 5444.

### Program Description

Computer Support Technician - IT emphasizes problem solving using microcomputer hardware and software facilities including command line environment and Windows operating systems, Microsoft Word, and Microsoft Excel.

### Program Outcomes

- Develop attractive and effective slide shows using PowerPoint presentation software.
- Develop professional letters and reports using Word document processing software.
- Develop professional and user-friendly spreadsheets using Excel spreadsheet software.
- Develop business applications, which integrate and share different types of files or objects.
- Automate application software operations via macros.
- Install, configure, and maintain computer hardware and peripherals.
- Perform basic computer system functions and operations using the command line and shell scripts.
- Configure and administer common microcomputer operating systems.
- Automate Windows operations using common operating system scripting languages.

### Requirements for Program Entry

- Completed application.
- High school transcript or equivalent (such as an HSED or GED® Transcript).
- NWTC Academic Skills Assessment or equivalent (See Academic Skills Assessment section for details and equivalents).
- One year of high school algebra or equivalent.
- Ability to use computer keyboard and mouse.

### Note

This can also be the first year of the two-year Computer Support Specialist - IT program on the Green Bay campus.

### Employment Potential

A graduate of this program will have the potential for employment in the following areas:

**IT Consultant:** provides one-on-one problem solving for users.

**Computer Sales Representative:** makes customer calls, establishes customer contacts, identifies customer needs, and prepares proposals.

**With additional education and/or work experience, graduates may find other opportunities for employment.**

- IT Trainer
- Network Assistant

### Curriculum

The Computer Support Technician - IT Technical Diploma is a one-year, two-semester program. Upon graduation, a student will have completed 35 credits.

#### First Semester

Catalog No.	Description	Credits
10-101-106	Accounting-for Non-Accountants	3
10-154-150	Micro Hardware-Intro	3
10-154-159	Micro Scripting	3
10-154-160	Micro Software-Intro	3
10-801-195	Written Communication	3
10-804-133	Math & Logic	3
<b>Semester Total</b>		<b>18</b>

#### Second Semester

10-102-158	Business-Intro	3
10-152-163	Micro Programming-Visual Basic	3
10-154-152	Micro Operating Systems	3
10-154-161	Micro Database Theory	2
10-801-197	Technical Reporting	3
10-809-172	Race Ethnic & Diversity	3
<b>Semester Total</b>		<b>17</b>
<b>Total Credits</b>		<b>35</b>

This program is fully eligible for financial aid.

## Please Note

- Some courses have prerequisites (listed at the end of each course description, if applicable) that need to be taken prior to enrolling in those courses.
- Many courses are offered via our Flexible Learning Options (online, accelerated, ITV, video, weekend, and self-paced) and may be taken in any order as long as prerequisites are met. To find out which program courses are offered through Flexible Learning Options, go to [www.nwtc.edu](http://www.nwtc.edu) or consult a counselor, (920) 498-5444.
- Descriptions of courses not found on this page can be found in the back of this catalog.

## Course Descriptions

*These courses provide an opportunity for students to develop the knowledge, skills, and understanding required for employment in this field.*

### 10-101-106 ACCOUNTING: INTRO FOR NON-

**ACCOUNTANTS** ...Teaching non-accountants to read, analyze, and interpret financial information for making informed business decisions. This class de-emphasizes the use of debits, credits, journal entries and other accounting procedures.

### 10-102-158 BUSINESS-INTRODUCTION

...organization/management process of human resources, production, operations, marketing, distribution, and finances; risk management; ethics/legalistic management; international business; accounting, computers, and data processing.

### 10-152-163 MICRO PROGRAMMING-VISUAL BASIC

...introduction to programming using the Visual Basic.NET programming language. Program definition and design, form design, and the coding, testing, and debugging of programs is covered. (Prerequisite: 10-154-159, Micro Scripting or experience using a programming language.)

### 10-154-150 MICRO HARDWARE-INTRODUCTION

...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.

### 10-154-152 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)

### 10-154-159 MICRO SCRIPTING

...introduction to Windows scripting languages and programming techniques. Scripting methodologies will include Windows shell scripts and Windows Script Hosting using VBScript.

### 10-154-160 MICRO SOFTWARE-INTRODUCTION

...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.

### 10-154-161 MICRO DATABASE THEORY

...fundamentals of database design and administration, including normalization, design methodology, SQL, integrity rules, database management functions and approaches. (Prerequisite: 10-154-160, Micro Software-Intro)

### 10-804-133 MATH & LOGIC

...students will apply mathematical problem solving techniques. Topics will include symbolic logic, sets, algebra, Boolean algebra, and number bases. (Prerequisite: Recommendation: TABE Level A: 11.0 GE Math or Accuplacer Arithmetic = 75 AND Accuplacer (Elem Algebra) = 45)