

Plan of Study - First Year

Associate of Applied Science degree

Course Number	Course Title	Credit Hours
First Semester		
CIS-135	Microcomputer Operating Systems	3
CSC-110	Introduction to Computers	3
MKT-180	Customer Service Strategies	1
NET-122	Computer Hardware Basics	3
NET-154	Networking Basics	3
COM-723	Workplace Communications OR	3
ENG-101	Elements of Writing OR	3
ENG-105	Composition I ¹	3
		16
Second Semester		
MGT-145	Human Relations in Management	3
NET-137	Advanced PC Concepts	3
NET-235	CCNA Cisco I	3
NET-785	Fundamentals of Desktop Support	3
NET-850	Special Topics for PC Tech	3
COM-744	Oral Communications in the Workplace OR	3
SPC-101	Fundamentals of Oral Communication OR	3
SPC-112	Public Speaking	3
		18

Plan of Study - Second Year

Associate of Applied Science degree

Course Number	Course Title	Credit Hours
First Semester		
BCA-213	Intermediate Computer Business Applications	3
CIS-121	Introduction to Programming Logic OR	3
CIS-128	Programming Concepts	3
CIS-207	Fundamentals of Web Programming	3
NET-174	LAN Administration	3
-----	Humanities elective	3
		15
Second Semester		
ACC-111	Introduction to Accounting OR	3
ACC-152	Financial Accounting	4
BUS-290	Employment Search/Workplace Success	1
CIS-307	Introduction to Databases OR	3
CIS-332	Database and SQL	3
MAT-102	Intermediate Algebra ²	4
MGT-121	Project Management Basics	3
NET-600	Network Security Basics	3
		17/18

Total Program Hours 66/67

Plan of Study

PC Technician diploma

Course Number	Course Title	Credit Hours
First Semester		
CIS-135	Microcomputer Operating Systems	3
CSC-110	Introduction to Computers	3
MKT-180	Customer Services Strategies	1
NET-122	Computer Hardware Basics	3
NET-154	Networking Basics	3
COM-723	Workplace Communications OR	3
ENG-101	Elements of Writing OR	3
ENG-105	Composition I ¹	3
		16
Second Semester		
MGT-145	Human Relations in Management	3
NET-137	Advanced PC Concepts	3
NET-235	CCNA Cisco I	3
NET-785	Fundamentals of Desktop Support	3
NET-850	Special Topics for PC Technicians	3
SPC-101	Fundamentals of Oral Communication OR	3
SPC-112	Public Speaking OR	3
COM-744	Oral Communications in the Workplace	3
		18

Total Program Hours 34

¹Your COMPASS writing score will determine if you need to take prerequisite classes.

²Your COMPASS math score will determine if you need to take prerequisite classes.

Plan of Study

Network and System Administration Certificate

Course Number	Course Title	Credit Hours
First Semester		
NET-122	Computer Hardware Basics	3
NET-165	Network Plus	3
NET-321	Windows Networking	3
		9
Second Semester		
NET-174	LAN Administration	3
NET-235	CCNA Cisco I	3
		6
Third Semester		
NET-400	Linux Networking	3
		3
Total Program Hours		18

Computer Support Specialist

Students in this program may be eligible to have half their tuition paid for by the Kibbie Grant. Go to www.kirkwood.edu/kibbie for more details.

For more information on this program:

Business and Information Technology
www.kirkwood.edu/businessdept
 203 Nielsen Hall
 319-398-5416
business@kirkwood.edu



Kirkwood Community College
 6301 Kirkwood Blvd. SW
 Cedar Rapids, Iowa
www.kirkwood.edu

Effective Fall 2014

Computer Support Specialist



POTENTIAL CAREERS
Computer support
Technical support

Entry time

Fall, Spring, Summer

Length

2 years (4 semesters)

Award

Associate of Applied Science degree

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.

Employment opportunities

Computer support specialists
 Technical support specialists
 Help desk technicians

This workforce solution is funded by the IHUM Consortium which is 100% financed through a \$15,000,000 grant from the U.S. Department of Labor's Employment & Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This work is licensed under the Creative Commons Attribution 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by/4.0/>.

