BLACKHAWK Technical College

IT TECHNICAL SUPPORT SPECIALIST

Associate of Applied Science Degree

10-154-4

Graduates of the IT Technical Support Specialist program support systems and their users in both stand-alone and LAN/WAN environments. People working successfully in this field are highly adaptive and able to work on multiple tasks simultaneously. They manage their time well and are highly organized. Major skill areas in the program include end-user support and training; installing, configuring, and upgrading hardware and software; and network implementation and maintenance.. After completing this program, the student will have covered basic topic areas needed for the MCSA, A+, ITF+ certifications.

Upon successful completion of this program, students will be able to:

• Manage information technology hardware
• Manage software
• Support computer networks
• Provide end user support
• Solve information technology problems
• Demonstrate customer service skills as an IT professional

Semester 1

Code	Course	Credits
154-130	IT Exploration	1
154-131	Hardware Fundamentals: PC Components & Assembly	1
154-132	Hardware Fundamentals: Mobile Devices	1
154-133	OS Fundamentals: Microsoft Windows	1
154-134	OS Fundamentals: Linux & MacOS Essentials	1
154-135	Software Fundamentals: Introduction to Microsoft Office	1
154-136	Software Fundamentals: PC Applications	1
154-137	Network Fundamentals: Introduction to Networking	1
154-138	Network Fundamentals: Routing & Switching	1
154-139	IT Service Desk: Exploration & Overview	1
154-140	IT Service Desk: Processes & Procedures	1
154-141	Customer Service: Exploration & Overview	1
154-142	Customer Service: Soft Skills	1
801-136	English Composition 1	3
	Credits	**16**

Semester 2

Code	Course	Credits
154-143	Enterprise Fundamentals: Windows Server	1
154-144	Enterprise Fundamentals: Information Assurance	1
154-145	Enterprise Fundamentals: Domains & Active Directory	1
154-146	Scripting & Programming Basics	1
154-147	Database Fundamentals: Microsoft SQL	1
154-148	Troubleshooting: Hardware & Mobile Devices	1
154-149	Troubleshooting: OS & Software	1
154-150	Troubleshooting: LAN & WAN Connectivity	1
154-151	Project Management: Introduction & Overview	1
154-152	Cybersecurity: Introduction & Overview	1
154-153	Virtualization: Introduction & Overview	1
154-154	Disaster Recovery: Introduction & Overview	1
154-155	Information Technology Career Preparation	1
804-134	Mathematical Reasoning	3
	Credits	**16**

Semester 3

Code	Course	Credits
154-156	Advanced LAN/WAN: Firewall Overview & Exploration	1
154-157	Advanced LAN/WAN: Firewall Configuration	1
154-158	Advanced LAN/WAN: Wireless Solutions	1
154-159	Enterprise Fundamentals: Scripting & Automation	1
154-160	Enterprise Fundamentals: Storage	1
154-161	Enterprise Fundamentals: Hybrid Domains & Azure	1
154-162	Virtualization: VMWare Foundations	1
154-163	Virtualization: Hyper-V Foundations	1
154-164	Disaster Recovery: Solutions & Implementations	1
801-198	Speech	3
809-198	Introduction to Psychology	3
	Credits	**15**

Semester 4

Code	Course	Credits
154-165	Software Fundamentals: Advanced Microsoft Office	1
154-166	Software Fundamentals: Microsoft Visio	1
154-167	IT Service Desk: Technical Reporting	1

BLACKHAWK Technical College

Code	Title	Credits
154-168	IT Service Desk: Managing A Service Desk	1
154-169	Customer Sevice: End User Training	1
154-170	Project Management: Managing & Assessing	1
154-171	IT Programs Portfolio	1
154-172	IT Service Support Internship	2
154-173	IT Technical Support Specialist Capstone	3
809-196	Introduction to Sociology	3
	Credits	**15**
	Total Credits	**62**

General Education Courses Within Program

Code	Title	Credits
801-136	English Composition 1	3
801-198	Speech	3
804-134	Mathematical Reasoning	3
809-196	Introduction to Sociology	3
809-198	Introduction to Psychology	3
Total Credits		**15**