

# IT - COMPUTER SUPPORT (154)

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## **154-113 - Help Desk Concepts**

Focuses on help desk functions, analyzing help desk software and tools, customer service skills for help desk employees, creating training sessions for end users, creating documentation for computer end users, and developing their own strategies for handling help desk tickets. Credit for Prior Learning Available

3 Credit hours

54 Lecture hours

## **154-116 - Computer Software Support**

Focuses on installing, modifying, configuring, and upgrading computer software items; performing preventative maintenance on computers; and optimizing a computer system. Students will gain experience with general computer software maintenance and software tools used to maintain and configure computer operating systems and software. Customer service skills will also be emphasized. (Prerequisites: 150-108 IT Fundamentals 2. Completion of or concurrent enrollment in 103-159 Computer Literacy - Microsoft Office)

3 Credit hours

36 Lecture hours

36 Lab hours

## **154-117 - Computer Hardware Support**

Focuses on installing, modifying, configuring and upgrading computer hardware items. General computer maintenance and tools to maintain and configure computers will be covered. Emphasizes logical troubleshooting rather than relying on symptoms/solution lists. Students will apply these skills at the Moraine Park Computer Clinic. Customer service skills will be emphasized throughout this practicum course.

(Prerequisite: Completion of or concurrent enrollment in 154-116

Computer Software Support)

3 Credit hours

36 Lecture hours

36 Lab hours

## **154-128 - Scripting**

Introduces students to managing and automating Microsoft Windows tasks using the command line. Focuses primarily on Windows PowerShell. Students will become familiar with the Windows PowerShell Console and the Windows PowerShell Integrated Scripting Environment.

(Prerequisite: 150-120 Microsoft Servers)

3 Credit hours

36 Lecture hours

36 Lab hours

## **154-134 - IT Technical Support Specialist Capstone**

Provides students the ability to integrate and apply the skills learned throughout their study in the Information Technology - Technical Support Specialist program to build, configure, and troubleshoot personal computers based on real-world scenarios. Emphasis will be placed on hands-on problem identification and solution implementation in this final-semester course. (Prerequisite: Completion of or concurrent enrollment in 154-128 Scripting)

3 Credit hours

18 Lecture hours

72 Lab hours