

IT Service and Support

Certificate of Achievement : IT Service and Support

IT Service and Support technicians provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The technician will also troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.

- a) Complete Major Field and Supporting Courses.
- b) Complete at least six units at Ohlone College.
- c) Maintain a 2.0 grade point average in Major Field courses.

Associate in Science: IT Service and Support

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- a. Complete Major Field, Supporting Courses, and Internship with a grade of C or better.
- b. Complete Ohlone College General Education (Plan A), CSU GE (Plan B), or IGETC (Plan C). These requirements are specified in the Ohlone College catalog.
- c. Complete at least 60 degree-applicable units with a 2.0 grade point average.
- d. Complete at least 12 units at Ohlone College.

Student Learning Outcomes

- 1. Demonstrate confidence to work independently to setup, configure, and maintain: a desktop computer (client or server); stand-alone application; and/or computer system.
- 2. Demonstrate techniques to troubleshoot situations that impact the operation of a desktop computer (client or server); stand-alone application; and/or computer system.
- 3. Demonstrate appreciation of the ICT career field and the need to be lifelong learners.

Major Field

CNET 105 IT Essentials (CompTIA A+)	4
CNET 107 IT Service Management (ITIL)	3
CNET 151 Systems and Network Administration	3
CNET 160A MS Client Operating Systems	2
CNET 160B Microsoft Desktop Support Technician	2
CNET 154 Computer Network Fundamentals (Network+)	3
or	
CNET 155A Introduction to Networks (CCNA1)	3
ENGL 156 Introduction to Report & Technical Writing	3
or	
SPCH 115 Career Communication	3
or	
BA 115 Career Communication	3
	Total Units = 20

Supporting Courses

Complete 3-4 units from the following:

CNET 108 IT Project Management	3
CNET 155B Routing and Switching Essentials (CCNA2)	3
CNET 170 Network Security (Security+)	4

CS 101 Introduction to Computers and Information Technology	3
or	
CNET 101 Introduction to Computers and Information Technology	3
CS 102 Introduction to Computer Programming Using C++	3
CS 104A Introduction to .NET Programming	4
CS 145 PHP Programming with MySQL	4
or	
CNET 145 PHP Programming with MySQL	4
CS 152 Data Communications	2
or	
CNET 152 Data Communications	2
CS 157 TCP/IP and Internetworking	3
or	
CNET 157 TCP/IP and Internetworking	3
	Total Units = 3.00 - 4.00
Internship	
WEX 195A4 Occupational Work Experience Education	4
	Total Units = 4.00
	Total Units = 27.00 - 28.00

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