

# Computer Support Technician

Holland code family: Thinkers

## About the Program

The Computer Support Technician program is designed to prepare students for employment in computer support positions within an organization. It will also provide skills in computer hardware and software to meet the needs of an increasingly technical society.

## Program Learning Outcomes:

The curriculum in RCC courses is derived from a set of identified learning outcomes that are relevant to the discipline. Program learning outcomes for computer science programs are:

Makes recommendations regarding appropriate equipment acquisitions, maintenance, upgrade and life-cycling in the workplace.

Applies operating system and hardware concepts and principles to problem solving in the context of computer systems.

Troubleshoots and solve a variety of equipment-related issues in a workplace environment.

Uses standard business productivity software to support electronic projects.

Explains basic troubleshooting processes and procedures from initial diagnosis to final documentation and reporting.

Develops technical documentation to support organizational needs.

Explains and demonstrate how to interact and communicate effectively with people of different technical backgrounds and professional positions.

Works effectively as an individual under guidance and as a member of a team.

## Entry Requirements

Students are required to complete the Placement Process to determine skill level and readiness in math, reading, and writing. As part of their training program, students must begin with the courses within their skill level as determined through the Placement Process. In addition, students may also be required to enroll in classes that would increase their employability and success.

## Advanced Standing

Coursework from accredited universities will be accepted in accordance with college policies and the Computer Science Department chair's approval. In order to ensure that coursework is current, program courses over five years old must be reviewed and approved by the appropriate department chair before being accepted toward core requirements. Each College Now credit student must meet with the department chair to determine placement.

Credits earned in the successful completion of this program can be applied to other certificates and degrees in the Career Pathway. For more information, speak to a program advisor and review the roadmap at [www.roguecc.edu/Programs/CareerPathways](http://www.roguecc.edu/Programs/CareerPathways).

## Graduation Requirements

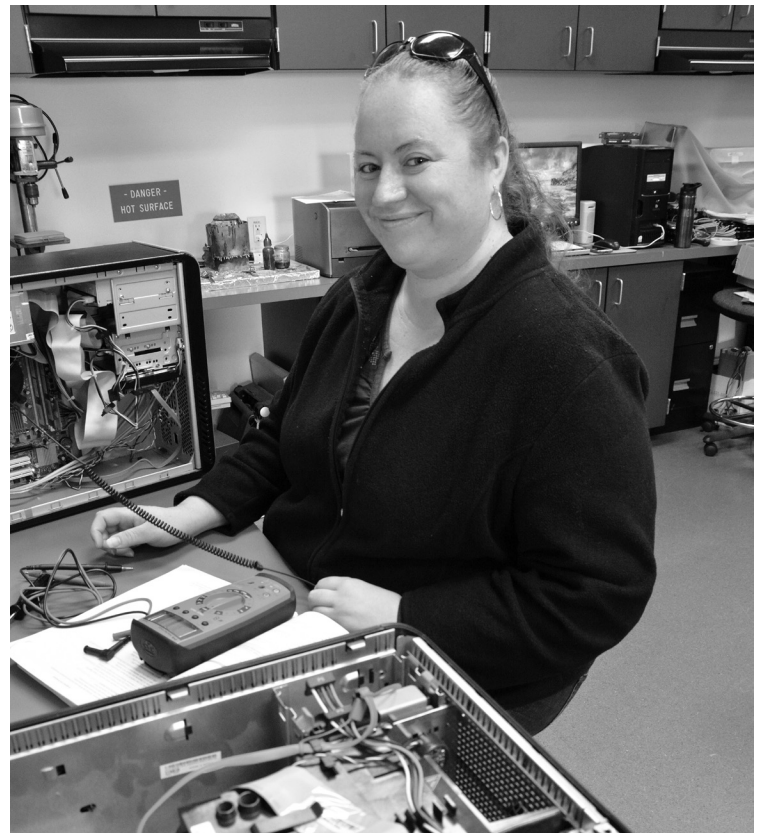
Students completing the required credits in this program with a grade of "C" or better will receive their degrees. Certain prerequisite and required courses are graded on a pass/no pass basis only. A grade of "P" for these courses indicates a student earned the equivalent of a "C" or better grade.

## Prerequisites

Course No.	Course Title	Credits
CS/CIS	Approved 3-4 credit Computer Science or Computer Information Science class, CS120/CIS120 or above, or documented computer proficiency within the past ten years.	0-4
MTH63	Applied Algebra I or MTH60 Fundamentals of Algebra I or designated placement test score	0-4
WR115	Introduction to Expository Writing or designated placement test score	0-3
<b>Total Prerequisite Credits</b>		<b>0-11</b>

## General Education Requirements

Course No.	Course Title	Credits
COMM225	Small Group Communication and Problem Solving or SP111 Fundamentals of Public Speaking or SP218 Interpersonal Communication (choose two)	8



HE250	Personal Health or HE112 Emergency First Aid or HE252 First Aid/CPR or HE261 CPR/Basic Life Support Provider or HPE295 Health and Fitness for Life	1-3
LIB127	Introduction to Academic Research	1
MTH96	Applied Algebra II or MTH65 Fundamentals of Algebra II or higher level math	4
PSY101	Psychology of Human Relations	3
WR121	English Composition I	4
WR227	Technical Writing or WR122 English Composition II	4

**Total General Education Credits 25-27**

## Required Core Courses

Course No.	Course Title	Credits
BA101	Introduction to Business	4
BT178	Customer Service	3
CIS125DB	Data Base Management Systems	3
CIS125PPT	Effective Presentations	2
CIS125SS	Spreadsheet Applications	4
CIS125V	Visio	1
CIS125WW	Word Processing Applications	3
CS133/CS161U	Any CS133/CS161U programming language course	4
CIS140	Introduction to Operating Systems	4
CIS179	Introduction to Networks	4
CIS225	Computer End-user Support I	4
CIS227	PC Hardware Fundamentals and Repair	5
CIS240	Advanced Operating Systems	4
CIS279	Network Operating Systems I (Infrastructure)	4

CIS280	Cooperative Work Experience/Computer Science	3
CIS284	Network Security Fundamentals	<u>4</u>

<b>Approved program electives</b>	<b>9-12</b>
<b>Total Required Core Credits</b>	<b>65-68</b>
<b>TOTAL PROGRAM CREDITS</b>	<b>90-95</b>

### Approved Program Electives (9-12 credits required)

Course No.	Course Title	Credits
BA109	Ready, Set, Work: Techniques for Landing a Job	2
CS133C#	Programming Fundamentals Using C#	4
CS160	Introduction to Computer Science	4
CS161J	Computer Science I (Java)	4
CS162J	Computer Science II (Java)	4
CS275	Database Development I	4
CIS280	Cooperative Work Experience	variable
EET	Any electronics course(s)	variable
HCI255	Introduction to Health Care Informatics	3
MTH	Any math course(s) MTH105 or higher	variable
SOC237	Communication, Relationships and Technology	4

For more information contact the Computer Science Department:

Grants Pass .....	541-956-7213
Medford .....	541-245-7527
Toll free in Oregon .....	800-411-6508, Ext. 7213 or Ext. 7527
email .....	cs@rogucecc.edu
Web address .....	www.rogucecc.edu/computerscience
TTY .....	Oregon Telecom Relay Service, 711

This advising guide is for advising purposes only. Please see current college catalog for additional information on specific college policies and graduation requirements.

RCC is an open institution and does not discriminate. For RCC's non-discrimination policy and a full list of regulatory specific contact persons visit the following webpage: [www.rogucecc.edu/nondiscrimination](http://www.rogucecc.edu/nondiscrimination).

