



# IT COMPUTER SUPPORT SPECIALIST

**Associate in Applied Science (AAS)**  
**Program Code: 10-154-3**  
**Total Credits: 60**

The IT Computer Support Specialist program prepares individuals for help desk positions that provide technical support, assistance, advice, troubleshooting, training, and documentation to computer end users for hardware, software, and systems. Graduates have a working knowledge of computer hardware and software and their applications within wide area networks. In this program, hands-on instruction will build your familiarity with various desktop and server environments; basic computer network technologies; help desk ticketing, management, and customer support; and database design, development, and administration. The program helps to prepare graduates to test for the CompTIA A+ and Linux+ certifications as well as the Server+ and Cloud+ certifications.

**Estimated tuition and fees:** [mstc.edu/programcosts](http://mstc.edu/programcosts)

## ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit [mstc.edu/advising](http://mstc.edu/advising).

### CHECKLIST:

This section will be completed when meeting with your academic advisor.

- FAFSA ([www.fafsa.gov](http://www.fafsa.gov))
- Financial Aid Form(s)  
Form(s): \_\_\_\_\_
- Follow-Up Appointment:  
Where: \_\_\_\_\_  
When: \_\_\_\_\_  
With: \_\_\_\_\_
- Official Transcripts  
Mid-State Technical College  
Student Services Assistant  
1001 Centerpoint Drive  
Stevens Point, WI 54481
- Other: \_\_\_\_\_  
\_\_\_\_\_

**mstc.edu**  
**888.575.6782**  
**TTY: 711**



**ADAMS CAMPUS**  
 401 North Main  
 Adams, WI 53910

**MARSHFIELD CAMPUS**  
 2600 West 5th Street  
 Marshfield, WI 54449

**STEVENS POINT CAMPUS**  
 1001 Centerpoint Drive  
 Stevens Point, WI 54481

**WISCONSIN RAPIDS CAMPUS**  
 500 32nd Street North  
 Wisconsin Rapids, WI 54494

# CAREER PATHWAY

## BEGIN AT ANY POINT IN THE PATHWAY

College Credit • Dual Credit  
Military Experience • Work Experience

Learn about Credit for Prior Learning at [mstc.edu/cpl](http://mstc.edu/cpl).



### CAREER OPTIONS

- BYOD Technician
- IT Help Desk Specialist
- Mobile Security Specialist



### CAREER OPTIONS

- Computer Support/Technical Support Specialist
- Help Desk Technician
- PC Repair Technician

## OTHER OPTIONS

### RELATED PROGRAMS

- IT Network Specialist
- IT Security Specialist
- IT Software Developer
- Microsoft System Administrator

## BACHELOR'S DEGREE OPTIONS

Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Herzing University, Indiana Wesleyan University, Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), University of Phoenix, UW-Green Bay, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governor's University, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit [mstc.edu/transfer](http://mstc.edu/transfer).

## PROGRAM OUTCOMES

Employers will expect you, as an IT Computer Support Specialist graduate, to be able to:

- Manage information technology hardware.
- Manage software.
- Support computer networks.
- Provide end-user support.
- Solve information technology problems.

## TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure program outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Students are notified of TSA reporting in their final few courses of the program.

## NOTES:

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## STUDENT HANDBOOK

Visit [mstc.edu/studenthandbook](http://mstc.edu/studenthandbook) to view Mid-State’s student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State’s Student Code of Conduct, and technology.

## GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. (Not counted in the total credit value for this program.) Some students are exempt from this requirement. Please see your program advisor for more information.

### GPS for Student Success

**10890102 ..... 1 credit**  
 Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course must be completed prior to obtaining 12 credits and is a graduation requirement.

## ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

### Intro to College Reading

**10838104 .....2 credits**  
 Provides learners with the opportunities to develop and expand reading skills, including comprehension and vocabulary skills. Learners apply reading skills to academic tasks and read to acquire information from a variety of sources.

### Intro to College Writing

**10831103 .....3 credits**  
 Introduces basic principles of composition, including organization, development, unity, and coherence in paragraphs and multi-paragraph documents. The purpose of this course is to prepare students for successful entry into required program courses. This course is tuition bearing and under certain circumstances may qualify for financial aid. This course cannot be used to satisfy program completion requirements at Mid-State.  
*Prerequisite: Accuplacer Sentence Skills score of 60 or equivalent. Proficiency in word processing skills recommended.*

### Pre-Algebra

**10834109 .....3 credits**  
 Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.  
*Prerequisite: Accuplacer Math score of 65, Accuplacer Algebra score of 30, ABE Math Prep V 76854785 and ABE Math Prep VI 76854786 with a grade of "S." (Note: ABE Math Prep V and VI courses cannot be used to satisfy program completion requirements at Mid-State.)*

## SAMPLE FULL-TIME CURRICULUM OPTION

Term		15 credits
10150110	Networking I ☑	3
10151105	Linux	3
10151110	Information Security 1	3
10154102	IT Essentials ☑	3
10801136	English Composition 1 ☑	3
Term		15 credits
10106106	Quality Customer Service	3
10150120	Server Administration-Beginning	3
10150165	Network Server Scripting	3
10152101	Intro to Programming ☑	3
10154110	Desktop Management	3
Term		15 credits
10150121	Server Administration Intermediate	3
10154132	Help Desk Fundamentals	3
10804107	College Mathematics ☑ -or-	
10804189	Introductory Statistics ☑	3
10809103	Think Critically & Creatively ☑	3
10809166	Intro to Ethics: Theory & Application ☑	3
Term		15 credits
10102130	Career Development ☑ -or-	
10154141	Computer Support Internship	3
10154142	Computer Support Capstone	3
10156101	Database Concepts and Design	3
10801196	Oral/Interpersonal Communication ☑ -or-	
10801198	Speech ☑	3
10809188	Developmental Psychology ☑ -or-	
10809198	Intro to Psychology ☑	3
<b>Total credits 60</b>		

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at [mstc.edu/cpl](http://mstc.edu/cpl) or contact your advisor for details.

Please Note:

- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to [mstc.edu/schedule](http://mstc.edu/schedule).

## SAMPLE PART-TIME CURRICULUM OPTION

Term		9 credits
10151110	Information Security 1	3
10154102	IT Essentials ☑	3
10801136	English Composition 1 ☑	3
Term		6 credits
10150120	Server Administration-Beginning	3
10152101	Intro to Programming ☑	3
Term		6 credits
10150110	Networking I ☑	3
10151105	Linux	3
Term		9 credits
10106106	Quality Customer Service	3
10150165	Network Server Scripting	3
10154110	Desktop Management	3
Term		9 credits
10154132	Help Desk Fundamentals	3
10804107	College Mathematics ☑ -or-	
10804189	Introductory Statistics ☑	3
10809166	Intro to Ethics: Theory & Application ☑	3
Term		9 credits
10102130	Career Development ☑ -or-	
10154141	Computer Support Internship	3
10156101	Database Concepts and Design	3
10801196	Oral/Interpersonal Communication ☑ -or-	
10801198	Speech ☑	3
Term		6 credits
10150121	Server Administration Intermediate	3
10809103	Think Critically & Creatively ☑	3
Term		6 credits
10154142	Computer Support Capstone	3
10809188	Developmental Psychology ☑ -or-	
10809198	Intro to Psychology ☑	3
<b>Total credits 60</b>		

# COURSE DESCRIPTIONS

## Career Development ☑

**10102130 .....3 credits**

Prepares learners for the process of gaining employment. Learners assess their personal background; practice finding career opportunities through the job search process; develop a cover letter, resume, and thank you letter, and complete a job application; participate in a mock interview; and demonstrate how to deal with interpersonal situations found in a work environment. NOTE: To enroll, you must have completed 50 percent of technical program credits or receive department approval. See program advisor, program faculty, program counselor, or department dean/associate dean to register.

## College Mathematics ☑

**10804107 .....3 credits**

Designed to review and develop fundamental concepts of mathematics pertinent to the areas of: 1) arithmetic and algebra; 2) geometry and trigonometry; and 3) probability and statistics. Special emphasis is placed on problem solving, critical thinking and logical reasoning, making connections, and using calculators. Topics include performing arithmetic operations and simplifying algebraic expressions, solving linear equations and inequalities in one variable, solving proportions and incorporating percent applications, manipulating formulas, solving and graphing systems of linear equations and inequalities in two variables, finding areas and volumes of geometric figures, applying similar and congruent triangles, converting measurements within and between US and metric systems, applying Pythagorean Theorem, solving right and oblique triangles, calculating probabilities, organizing data and interpreting charts, calculating central and spread measures, and summarizing and analyzing data.

*Prerequisite: High School GPA of 3.0 or Accuplacer Arithmetic of 250 and QAS 234 or ACT of 17 or Pre-Algebra 10834109 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Computer Support Capstone

**10154142 .....3 credits**

In this capstone course students complete a project that incorporates skills gained from previous terms. Students demonstrate those skills by creating a project proposal, presenting a technical design, and/or implementing a project based on specifications provided by the instructor.

*Prerequisite: Help Desk Fundamentals 10154132*

## Computer Support Internship

**10154141 .....3 credits**

Integrates skills developed in classroom study with specific occupational experiences at local employment sites and develops work behavior appropriate to the business environment.

*Prerequisite: Help Desk Fundamentals 10154132*

## Database Concepts and Design

**10156101 .....3 credits**

Introduces the concepts of relational database design, development, and maintenance. Topics include relational normalization, referential integrity, and Structured Query Language (SQL).

## Desktop Management

**10154110 .....3 credits**

Introduces students to the skills needed to support client PC Operating Systems. Through significant hands-on activities, students learn how to configure, secure, use, and troubleshoot client operating systems.

## Developmental Psychology ☑

**10809188.....3 credits**

Studies human development throughout the lifespan and explores developmental theory and research with an emphasis on the interactive nature of the biological, cognitive, and psychosocial changes that affect the individual from conception to death. Application activities and critical thinking skills enable students to gain an increased knowledge and understanding of themselves and others.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/ 16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## English Composition 1 ☑

**10801136 .....3 credits**

Designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing, and revising are applied through a variety of activities. Students analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals develop critical reading skills through analysis of various written documents.

*Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or Intro to College Writing 10831103 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Help Desk Fundamentals

**10154132.....3 credits**

Provides the learner with the knowledge required to become a Help Desk Support technician. Students will learn fundamental Help Desk concepts such as: Help Desk operations, roles and responsibilities, processes and procedures, tools and technologies, individual and team performance measures, and how to provide support as a Help Desk professional.

# COURSE DESCRIPTIONS

## Information Security 1

**10151110** .....**3 credits**

Introduces students to the fundamentals of information security. Topics include security terms and concepts, risk assessment, cryptography, monitoring and auditing, attacks and techniques, and the legal and ethical issues associated with information security.

## Intro to Ethics: Theory & Application

**10809166** .....**3 credits**

Provides a basic understanding of the theoretical foundations of ethical thought. Diverse ethical perspectives are used to analyze and compare relevant issues. Students critically evaluate individual, social, and/or professional standards of behavior, and apply a systemic decision-making process to these situations.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Intro to Programming

**10152101** .....**3 credits**

Applies the basic concepts of computer programming having learners build JavaScript applications, with an emphasis on problem solving, structured programming, debugging, and testing. Additional topics include: online software development resources, programming and documentation standards, variable lifetime/scope, data types, control structures (conditions and iterations) and mathematical calculations.

## Intro to Psychology

**10809198** .....**3 credits**

This science of psychology course is a survey of multiple aspects of behavior and mental processes. It provides an overview of topics such as research methods, theoretical perspectives, learning, cognition, memory, motivation, emotions, personality, abnormal psychology, physiological factors, social influences, and development.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Introductory Statistics

**10804189** .....**3 credits**

Students taking Introductory Statistics display data with graphs, describe distributions with numbers, perform correlation and regression analyses, and design experiments. They use probability and distributions to make predictions, estimate parameters, and test hypotheses. They draw inferences about relationships including ANOVA. Algebra knowledge and foundational skills in mathematics are important for success in this course.

*Prerequisite: High School GPA of 3.0 or Accuplacer QAS 241 or ACT of 19 or Pre-Algebra 10834109 with a grade of "C" or better or College Math 10804107 with a grade of "C" or better or equivalent.*

## IT Essentials

**10154102** .....**3 credits**

An introduction course that aligns with the CompTIA A+ certification. This class is designed to teach students how to build, configure, secure, network, and troubleshoot PCs.

## Linux

**10151105** .....**3 credits**

Covers introductory Linux topics, including operating system basics, system installation, file system management, file system administration, and basic commands.

## Network Server Scripting

**10150165** .....**3 credits**

Provides best practices and techniques in Linux and Windows shell and command line scripting using PowerShell and BASH.

*Prerequisite: IT Essentials 10154102*

## Networking I

**10150110** .....**3 credits**

Introduces the architecture, structure, functions, components, and models of the Internet and other computer networks. The principles and structure of IP addressing and the fundamentals of Ethernet concepts, media, and operations are introduced to provide a foundation for the curriculum. By the end of the course, participants will be able to build simple LANs, perform basic configurations for routers and switches, and implement IP addressing schemes. This course is the first of three courses that align with CCNA certification. Covers the objectives of the first CCNA exam.

## Oral/Interpersonal Communication

**10801196** .....**3 credits**

Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237, or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Quality Customer Service

**10106106** .....**3 credits**

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

# COURSE DESCRIPTIONS

## Server Administration-Beginning

**10150120 .....3 credits**

Develops skill in the design, installation, administration, and management of computer networks. Topics include network design; installation and configuration of a commonly used network operating system; service packs and updated drivers; user accounts, groups, profiles, and policies; file system security; printer management; and application software installation, backup, and recovery.

*Prerequisite: Hardware Essentials 10154102*

## Server Administration-Intermediate

**10150121 .....3 credits**

Expands on the administration skills needed for successful management of a network operating system in a business environment. Topics include installation and configuration of a network operating system, monitoring and performance tuning, monitoring and analyzing network traffic, licensing, network devices, DNS, FTP, web services, and directory services.

*Prerequisite: Server Administration-Beginning 10150120*

## Speech ☒

**10801198 .....3 credits**

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of this course. Bring transcripts for further evaluation if they do not meet these requirements.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading of 253, Writing of 262, or ACT of 21 Reading/19 Writing, or completion of Intro to College Writing and/or Intro to College Reading with a "C" or better or equivalent.*

## Think Critically & Creatively ☒

**10809103 .....3 credits**

Provides instruction in the vital, realistic, and practical methods of thinking that are in high demand in all occupations of substance today. Provides in-depth consideration of decision making, problem solving, detailed analysis of ideas, troubleshooting, argumentation, persuasion, creativity, setting goals and objectives, and more. Students apply specific thinking strategies and tools to situations in a wide variety of workplace, personal, academic, and cultural situations. Classroom instruction is based on demonstration, discussion, projects, and teamwork. Assignments range from the short and simple to the detailed and complex. Focuses on reality and practicality throughout.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*