

Madison Area Technical College
**Information Technology—
 Help Desk Support
 Specialist**

Effective: 2011-2012

Program Number: 31-154-7

Technical Diploma

Information Technology Program Cluster
 Center for Agriscience and Technologies
 Program offered at Madison Campuses
 For information call: (608) 246-6800 or
 (800) 322-6282 Ext. 6800

About the Program

The Help Desk Support Specialist program prepares students to interact with PC users providing first-line technical support resolving software, hardware and system problems. Students are trained to install, support, and maintain hardware and software and to ensure that all calls and problems are dealt with quickly and effectively. Installing, configuring, and troubleshooting software and hardware; basic network concepts, supporting new technologies, repairing workstations and performing upgrades are taught in a hands-on class atmosphere. Students gain an understanding of how a help desk functions and the role of customer service in today's world of technology. Students participate in on-the-job help desk internship/work experience with instructor supervision in area companies. Career opportunities exist in all areas of the country. This program may be used to help prepare for CompTIA A+ computer troubleshooting certification.

Requirements for Admission

1. High school diploma, HSED or GED with a minimum grade point average of 2.0 or equivalent
2. General knowledge of Microsoft Windows
3. Proficiency in MS Word and Excel

NOTE: Students starting in the spring will take a minimum of 3 semesters to complete due to some courses being offered fall only or spring only.

Curriculum

The courses listed below outline the requirements for graduation for students entering this program in the 2011-2012 academic year. Requirements for graduation may vary depending on the semester in which a student is admitted to their program. Current/continuing students should consult their degree progress report available through their student center account for specific graduation requirements. Program requirements are subject to change.

		Hrs/week	
		Credits	Lec-Lab
FIRST YEAR			
First Semester			
10-103-136	Word-Intermediate	1	1-0
10-107-111	Careers in IT	1	1-0
10-150-160	IT Security Awareness.....	1	1-0
10-154-122	IT Service Concepts	3	2-2
10-154-146	Help Desk Tools and Techniques *	3	2-2
10-154-189	Computer Hardware Essentials.....	3	2-2
10-801-195	Written Communication	3	3-0
Total		15	
Second Semester			
10-103-139	Excel-Intermediate	1	1-0
10-107-175	Job Search Preparation.....	1	1-0
10-150-101	Network Essentials	3	2-2
10-154-147	Supporting Emerging Technologies **	3	2-2
10-154-148	Help Desk Specialist Internship **	3	2-2
10-154-191	A+ IT Technician.....	3	2-2
Total		14	

*Offered fall semester only
 **Offered spring semester only

Graduation Requirement

All Prerequisite courses require the grade of C or better in prerequisite in Information Technology (150-, 152-, 154-, 107-) course(s). All Information Technology courses require a grade of C or better in order to graduate.

Note: Students are assessed for correct placement in English or mathematics courses based on their scores on the COMPASS test or on completion of the appropriate prerequisite/s. Additionally, there may be courses in other subject areas that may use COMPASS scores as prerequisites when reading, writing, math, or critical thinking competencies are required.



Program Courses

10-107-111 Careers in IT 1 credit
Introduces students to the various careers available in the vast field of Information Technology and examines the Network Specialist, Programmer/Analyst, Web Programmer/Analyst, Computer Systems Administration Specialist and Security Specialist career paths. Students create an individualized career path plan as the capstone project for the course. Prerequisite: Working knowledge of Microsoft Windows (computer literacy, proficiency with a mouse, file management).

10-107-175 Job Search Preparation 1 credit
Introduction to planning and organizing a job search in information technology. Activities include the development of a personalized job search plan, correspondence and portfolio. Prerequisite: IT students must have completed all IT courses in the first semester.

10-150-101 Network Essentials 3 credits
Develop fundamental networking skills including an understanding of network hardware, installation, security and troubleshooting in a corporate environment. Through classroom and hands-on activities, learn how computers exchange information and how the Internet functions. Prerequisite: Reading score of - COMPASS 80 or higher and Math score of - COMPASS 40 or higher.

10-150-160 IT Security Awareness 1 credit
Provides a basic survey of the importance of IT security awareness and data confidentiality. This security awareness-training course walks users through every aspect of Information Security in a very broad, easy to understand way and explains to them the value of securing data, for both themselves and the organization. The class will introduce legislation, local, state and federal privacy policies and liability of individuals and institutions related to data confidentiality and integrity. The course will introduce risk management, security policies, and common threats and countermeasures. The course will also present best practices in access control and password policies.

10-154-122 IT Service Concepts 3 credits
Introduces the "value added" customer service roles and responsibilities of an IT professional; the components of a successful IT support infrastructure, customer service as the bottom line for IT operations, the evolution of IT support, industry trends, teamwork, IT professional work habits. Explores listening, written and verbal communications skills and critical thinking skills to resolve incidents. Examines how to identify and defuse challenging customer behavior, solve and prevent problems, and the importance of documentation. Course addresses awareness of best practices of the ITIL framework.

10-154-146 Help Desk Tools and Techniques 3 credits
Explores the customer service roles and responsibilities of an IT support professional. Examines the support software options for tracking and managing data: log, track, and escalate calls; resolve problems using a knowledge base. Covers documentation/reporting tools, asset management, asset management, change management, incident management, hotline support, performance reports, trends, and career resources. Includes hands-on, real-world projects using current Help Desk software.

10-154-147 Supporting Emerging Technologies 3 credits
Solve information technology problems using troubleshooting techniques (maintain and repair computers) for new technologies that are emerging and are in place for support. Discussion of what is the technology, functions of the technology, and support issues. Explore the concepts of building a computer, fixing annoyances, computer diagnostics and technical problems beyond basic troubleshooting. Prerequisites: 10-154-189 and 10-154-191 (or concurrent enrollment).

10-154-148 Help Desk Specialist Internship 3 credits
Learn the "value-added" importance of an IT support professional by performing at least two job-shadowing assignments at area IT Support or Help Desks operations. Receive on-the-job Help Desk environment work experience with instructor supervision in area companies. By consent of instructor, a special project may be substituted for the internship. Prerequisites: 10-107-111, 10-154-122, 10-154-146, 10-154-189 and completion of or concurrent enrollment in 10-107-175, 10-150-101, 10-154-147 and 10-154-191.

10-154-189 Computer Hardware Essentials 3 credits
This course presents a comprehensive overview of computer fundamentals and an introduction to operating systems. Students completing through hands-on activities and labs, this course will be able to work with internal components of a computer, assemble a computer system, work with the basics of an operating system and get exposure to computer tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking and operating systems. CompTIA's A+ Certification is a widely accepted IT industry standard certification for PC technology. This course prepares students for CompTIA's A+ Essentials exam (CompTIA A+ exam 220-701). Prerequisite: Working knowledge of Microsoft Windows (computer literacy, proficiency with a mouse, file management) and Reading score of - COMPASS 80 or higher and Math score of - COMPASS 40 or higher..

10-154-191 A+ IT Technician 3 credits
This course presents an advanced exposure to computer operating systems and hardware. Students learn the functionality of operating systems and hardware components as well as suggested best practices in support roles. Through hands-on activities and labs, students learn how to configure a computer, install operating systems and computer software, and troubleshoot hardware problems. This course prepares students for CompTIA's A+ Practical Application exam (CompTIA 220-702). Prerequisites: 10-107-111 and 10-154-189.

10-103-139 Excel-Intermediate 1 credit
Work with financial functions, data tables, amortization schedules, hyperlinks, lists, templates, and multiple worksheets and workbooks. Prerequisite: Excel-Beginning, 10-103-133 or equivalent.

10-103-136 Word-Intermediate 1 credit
Illustrate documents with graphics; create and format web pages; add hyperlinks; merge Word documents; sort and filter records; work with Styles and Templates; use Outline view to develop multi-page documents, adding footnotes/endnotes, a Table of Contents, cross-references, sections and an Index. Prerequisite: 10-103-137.

10-801-195 Written Communication 3 credits
Develops writing skills which includes prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Career Potential:

- Customer Support Specialists
- Customer Call Center Specialist
- End User Support Specialist
- Help Desk Professional
- Microcomputer Application Specialist
- PC Support Technician
- Software Technician
- Technical Help Desk Support
- Technical Specialist

More detailed and updated information on this program may be available at: madisoncollege.org. The college reserves the right to make changes in the regulations and courses announced in this publication without notice.

Madison Area Technical College provides equal opportunity in education and employment.

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