

# Information Technology— Help Desk Support Specialist

## 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

## Curriculum

### FIRST YEAR

First Semester		Credits	Hrs/week Lec-Lab
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
<b>Total</b>		<b>15</b>	

### 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
<b>Total</b>		<b>14</b>	

\*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.

**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 220-601). Prerequisite: Working knowledge of Microsoft Windows (computer literacy, proficiency with a mouse, file management).

**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 IT Technician exam (CompTIA 220-602). 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: [matcmadison.edu](http://matcmadison.edu). 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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