



Computer Information Systems – Network Support Technician
Associate of Applied Science Technology Pathway

AC Course Number	Required Course Titles	Credit Hours	Semesters Offered	Course Modalities
FIRST YEAR				
First Semester				
<input type="checkbox"/> ITNW 1325	Fundamentals of Networking Technologies	3	F	F2F, Int
<input type="checkbox"/> ITCC 1314	CCNA 1: Introduction to Networks	3	F, Sp	F2F
<input type="checkbox"/> CPMT 1311	Intro to Computer Maintenance	3	F, Sp	F2F
<input type="checkbox"/> LOTT 1301	Intro to Fiber Optics	3	F	F2F
<input type="checkbox"/> ENGL 1301	Composition I	3	F, W, Sp, Su	F2F, Int, Hyb
<input type="checkbox"/> STSU 0300	Student Success	0	F, W, Sp, Su	F2F, Int, Hyb
Second Semester				
<input type="checkbox"/> ITNW 1408	Implementing & Supporting Client Operating Systems	4	Sp	Hyb
<input type="checkbox"/> ITCC 1340	CCNA 2: Routing and Switching Essentials	3	F, Sp	F2F
<input type="checkbox"/> ITSC 1307 or CPMT 2350	UNIX Operating Systems I or Industry Certification Preparation	3	Sp	F2F
<input type="checkbox"/> ITSE 1302	Computer Programming	3	F, Sp	Int, Hyb
<input type="checkbox"/> SPCH 1315	Public Speaking	3	F, W, Sp, Su	F2F, Int, Hyb
SECOND YEAR				
First Semester				
<input type="checkbox"/> ITNW 1454	Implementing & Supp. Servers	4	F	Hyb
<input type="checkbox"/> ITSY 2400	Operating System Security	4	F, Sp	Hyb
<input type="checkbox"/> ITCC 2312	CCNA 3: Scaling Networks – CCNA R&S	3	F, Sp	F2F
<input type="checkbox"/> ITSE 1307 or ITSE 1331 or ITSE 2317	Introduction to C++ Programming or Introduction to Visual Basic Programming or Java Programming	3	Sp	F2F, Hyb
Second Semester				
<input type="checkbox"/> ITCC 2313	CCNA 4: WAN	3	F, Sp	F2F
<input type="checkbox"/> ITSC 2380 or ITSC 2339	Cooperative Education, CIS General or Personal Computer Help Desk Support	3	F, Sp	Int
<input type="checkbox"/> XXXX 13xx	Creative Arts Core	3	F, W, Sp, Su	F2F, Int, Hyb
<input type="checkbox"/> ECON 2301	Principles of Macroeconomics	3	F, Sp, Su	F2F, Int
<input type="checkbox"/> MATH 1314 or MATH 1332	College Algebra or Contemporary Mathematics	3	F, W, Sp, Su	F2F, Int, Hyb
TOTAL CREDIT HOURS		60		

* Choose from ARTS 1301, DRAM 1310, MUSI 1306, or MUSI 1310

Semesters: Fall (F), Winter (W)Spring (Sp), Summer (Su)

Modalities: Face-to-face (F2F), Internet/online (Int), Hybrid (Hyb)



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Transfer Opportunities

Bachelor Applied Arts & Science (BAAS) at most Universities

Marketable Skills

- 1) Work well on a team
- 2) Define, explain and interpret technical information
- 3) Use critical thinking to identify strengths and weakness to determine solutions
- 4) Identify appropriate information sources
- 5) Use math to answer questions
- 6) Schedule/coordinate Operations
- 7) Use current technology to diagnose and solve problems
- 8) Use Troubleshooting to determine causes and decide what to do about it
- 9) Think on your feet

Technical Skills

(Network Support Technician) Computer support specialists provide help and advice to computer users and organizations. These specialists either support computer networks or they provide technical assistance directly to computer users.

Career Opportunities and Salaries

Employment of (Network Support Technician) computer support specialists is projected to grow 11 percent from 2016 to 2026, faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software. Computer support staff will be needed to respond to the installation and repair requirements of increasingly complex computer equipment and software. However, a rise in cloud computing could increase the productivity of computer support specialists, slowing their growth at many firms.

Smaller businesses that do not have information technology (IT) departments will contract services from IT consulting firms and increase the demand for computer support specialists in those firms. Employment of support specialists in computer systems design and related firms is projected to grow 20 percent from 2016 to 2026.

Occupations, beginning salaries:

Computer Network Support Specialists - \$37,690
 Network & Computer Systems Administrators- \$43,485

Semesters: Fall (F), Winter (W)Spring (Sp), Summer (Su)

Modalities: Face-to-face (F2F), Internet/online (Int), Hybrid (Hyb)