

# Technical Support Specialist, A.A.S.

## Program Location: Bay Minette Campus

### Applied Technologies Division

Length: Four Semesters

The Associate in Applied Science Degree in Computer Technology - Technical Support Specialist is designed to prepare the students who wish to pursue careers in IT or Technical/User/Helpdesk Support related fields.

This is a career program designed for students to go directly into the labor market upon completion. Although some of the courses in this program will transfer to four-year institutions, this program is not designed to be a transfer program of study; therefore, it is not subject to the terms and conditions of STARS.

**Program:** Applied Technology

**Type:** A.A.S.

## Semester One

Item #	Title	Credits
BUS 188	Personal Development	3
CIS 130	Intro to Information Systems	3
CPT 200	Networking Technologies	3
CPT 268	Software Support	3
CPT 269	Hardware Support	3
	WKO 107 or ORI 101	1

## Semester Two

Item #	Title	Credits
CIS 146	Microcomputer Applications	3
CIS 270	Cisco CCNA I	3
CIS 271	Cisco CCNA II	3
CPT 276	Server Administration	3
ENG 101	English Composition I	3
MTH 100	Intermediate College Algebra	3

## Semester Three

Item #	Title	Credits
	Computer Science, Math, or Natural Science Elective	3-4
CPT 182	Help Desk Applications	3
CPT 278	Directory Services Administration	3
	Humanities and Fine Arts Elective (I)	3
	SPH 106 or SPH 107	3

## Semester Four

<b>Item #</b>	<b>Title</b>	<b>Credits</b>
CPT 279	Network Infrastructure Design	3
CPT 280	Network Security	3
	CPT/CIS Elective	3
	CPT/CIS Elective	3
	CPT/CIS Elective	3
	History, Social Science, or Behavioral Science Elective	3
	<b>Total credits:</b>	<b>67-68</b>