

COMPUTER SUPPORT SPECIALIST - INTERMEDIATE TECHNICAL CERTIFICATE (ITC)

Explore More About This Program: <https://cwi.edu/program/computer-support-specialist>

Certificate Quick Facts

- **Instructional School:** Science, Technology, and Math
- **Department:** Computer Science and Information Technology
- **Program Code:** CSSP.ITC
- **Program Type:** Career and Technical Education
- **Available Fully Online:** No
- **Eligible for Federal Financial Aid:** Yes

NOTE: Courses required for this program *may* have an additional fee; more information can be found on the [Special Course Fees](#) web page.

Certificate Requirements

Course	Course Title	Min Credits
General Education Requirements		
Select one of the following:		3
GEM 1 - Written Communication course		
GEM 2 - Oral Communication course		
GEM 3 - Mathematical Ways of Knowing course		3
GEM 6 - Social & Behavioral Ways of Knowing course		3
Major Requirements		
CSSP 103	Customer Service for Help Desk	2
CSSP 104	Technical Fundamentals	4
CSSP 106	Survey of Peripheral Technologies	4
CSSP 108	Advanced Peripheral Technologies	4
CSSP 109	Computer Essentials I	4
CSSP 111	Computer Essentials II	4
CSSP 114	PC Security and Troubleshooting	4
Minimum Credit Hours Required		35

Certificate Plan

The course sequence listed below is strongly recommended in order to complete your program requirements. Many Career and Technical Education (CTE) courses have prerequisites and/or corequisites that have been accounted for within this Plan of Study Guide. Please register for your major requirements each semester as shown below using the Student Planning tool in myCWI. Consult your advisor for any questions regarding this plan.

NOTE: The required general education courses may be completed during any semester the student prefers, including summer semesters.

First Year

Fall		Credit Hours
CSSP 103	Customer Service for Help Desk	2
CSSP 104	Technical Fundamentals	4
CSSP 106	Survey of Peripheral Technologies	4
CSSP 108	Advanced Peripheral Technologies	4
Select one of the following:		3
GEM 1 - Written Communication course		
GEM 2 - Oral Communication course		
Total Semester Credit Hours		17

Spring

CSSP 109	Computer Essentials I	4
CSSP 111	Computer Essentials II	4
CSSP 114	PC Security and Troubleshooting	4
GEM 3 - Mathematical Ways of Knowing course		3

GEM 6 - Social & Behavioral Ways of Knowing course	3
Total Semester Credit Hours	18
Minimum Credit Hours Required	35

Program Learning Outcomes

Upon successful completion of this program, students will be able to:

- Demonstrate service call procedural skills.
- Demonstrate the ability to read and complete complex instructions.
- Demonstrate entry-level electrical, mechanical, and software troubleshooting skills on computers and peripherals devices.
- Demonstrate entry-level network troubleshooting skills.
- Demonstrate and practice high voltage, low voltage, and electrostatic discharge (ESD) safety skills.
- Install, utilize, and update computer and peripheral software.
- Pass an industry-recognized Microsoft Security Fundamentals certification exam.
- Demonstrate entry-level computer and network security skills.