

COMPUTER SUPPORT SPECIALIST

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

Computer Support Specialist (CSSP)

Refer to [How to Read Course Descriptions](#) for an explanation of elements found within the course descriptions below.

CSSP 103 Customer Service for Help Desk

(2 Credits, Fall)

Effective communication with non-technical end-users in technical support, technical marketing, and customer relations contexts. PREREQ: Computer Support Specialist major. COREQ: CSSP 104, CSSP 106, and CSSP 108. (2 lecture hours, 0 lab hours, 2 credits)

CSSP 104 Technical Fundamentals

(4 Credits, Fall)

Fundamentals of computer/peripheral repair including safety, ESD procedures, industry standards and tools, and DC/AC circuit applications for electromechanical devices. PREREQ: Computer Support Specialist major. COREQ: CSSP 103, CSSP 106, and CSSP 108. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 106 Survey of Peripheral Technologies

(4 Credits, Fall)

Installation, configuration, and repair of desktop and network printing devices, including interfacing techniques, printer language, drivers, and utilities. COREQ: CSSP 103, CSSP 104, and CSSP 108. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 108 Advanced Peripheral Technologies

(4 Credits, Fall)

Configuration, maintenance, and repair of enterprise multifunction printers and copiers. Image adjustment, color process, and troubleshooting of MFPs. COREQ: CSSP 103, CSSP 104, and CSSP 106. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 109 Computer Essentials I

(4 Credits, Spring)

In-depth, hands-on exploration of PC hardware, its system and peripheral components, data storage technologies and systems, along with networking technologies and systems. Emphasis on the importance of the computer support specialist's ability to recognize, install, change, and modify computer systems, settings, and components while demonstrating safety and professionalism. PREREQ: CSSP 103, CSSP 104, CSSP 106, and CSSP 108. COREQ: CSSP 111 and CSSP 114. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 111 Computer Essentials II

(4 Credits, Spring)

In-depth, hands-on exploration of PC hardware and software, their components, and peripheral components. Emphasis on printers and print management, mobile devices, Windows system installation and management, and file management. PREREQ: CSSP 103, CSSP 104, CSSP 106, and CSSP 108. COREQ: CSSP 109 and CSSP 114. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 114 PC Security and Troubleshooting

(4 Credits, Spring)

In-depth, hands-on exploration of PC security and troubleshooting. Emphasis on the methods of securing and troubleshooting PCs and their peripherals as well as their networks. PREREQ: CSSP 103, CSSP 104, CSSP 106, and CSSP 108. COREQ: CSSP 109 and CSSP 111. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 210 Principles of Networking

(4 Credits, Fall)

Computer networking and network infrastructure. Exploration of the technologies and protocols used in SOHO networks and beyond. PREREQ: CSSP 109, CSSP 111, and CSSP 114. COREQ: CSSP 212 and CSSP 214. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 212 Advanced Networking

(4 Credits, Fall)

Wireless networking and Wide Area Networks (WANs) along with their security and management needs. PREREQ: CSSP 109, CSSP 111, and CSSP 114. COREQ: CSSP 210 and CSSP 214. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 214 Network Troubleshooting

(4 Credits, Fall)

Network troubleshooting including methodology for troubleshooting and tools used. PREREQ: CSSP 109, CSSP 111, and CSSP 114. COREQ: CSSP 210 and CSSP 212. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 220 Introduction to Advanced Security

(4 Credits, Spring)

Advanced security management and control for SOHO and corporate networks. PREREQ: CSSP 210, CSSP 212, and CSSP 214. COREQ: CSSP 222 and CSSP 224. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 222 Advanced Network Security

(4 Credits, Spring)

Advanced network security management, control, and defense for SOHO and corporate networks. PREREQ: CSSP 210, CSSP 212, and CSSP 214. COREQ: CSSP 220 and CSSP 224. (2 lecture hours, 4 lab hours, 4 credits)

CSSP 224 Advanced Data Security and Auditing

(4 Credits, Spring)

Advanced data security management and auditing for SOHO and corporate networks. PREREQ: CSSP 210, CSSP 212, and CSSP 214. COREQ: CSSP 220 and CSSP 222. (2 lecture hours, 4 lab hours, 4 credits)