

## Computer Careers

Advances in science, technology, the social sciences, business, industry and government are all dependent upon precise analysis and the extraction of information from large quantities of data. At Clark College, students can master the fundamental skills needed in computer technology to achieve success in a wide range of career fields.

The Microcomputer Support Specialist program trains workers for employment providing service to microcomputer users, including hardware and software installation and technical assistance. Coursework includes work-based learning experiences and instruction in communication and problem-solving skills, as well as technical training with hardware, software, operating systems, applications software, and computer network operations. Graduates also gain an understanding of basic electrical/electronic concepts, data recovery, and multimedia systems.

Industry demand for technicians with these skills is great. Graduates find employment with corporations providing products for the computer industry, as well as with mid-size companies seeking in-house support staff and as independent service providers for small and large businesses and agencies.



### College Abilities

Clark College has identified six college-wide abilities that help students apply what they learn. The core abilities are taught across the curriculum and students continually practice and improve their skills in the six areas.

#### Communication

The ability to understand and deliver written, spoken and visual communication clearly and accurately.

#### Critical Thinking/Problem Solving

The ability to formulate, evaluate and synthesize facts, data, ideas, assumptions, values and points of view.

#### Effective Citizenship

The ability to identify community issues; evaluate and respect various opinions and values; and articulate one's own perspective.

#### Global/Multicultural Perspectives

The ability to identify, analyze and demonstrate how culture shapes world perceptions, values and behaviors.

#### Lifelong Learning

The ability to set and revise goals, access resources and assume responsibility for one's own learning.

#### Information/Technology

The ability to identify resources; retrieve and manage data; interpret, evaluate and use information; and adapt to changing technologies.

Clark College does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity, gender expression, creed, disabled veteran status, marital status or Vietnam-era veteran status in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies:

Director for Equity and Diversity  
Baird Administration Building  
(360) 992-2355  
(360) 992-2835 (TTY)



# Microcomputer Support Specialist



- Certificate of Proficiency in Microcomputer Support Specialist
- Associate in Applied Science Degree in Microcomputer Support Specialist
- Two-year program



# Microcomputer Support Specialist

This program is designed for students who want to work in the technical support field offering service and support to micro-computer users within an organization. Support specialists help users install hardware and software on their computers and provide technical assistance. Students participate in work experience classes as part of this program.

Effective communication skills and problem-solving abilities are important components of the program. Technical skills to be covered include microcomputer hardware and software, operation systems, application software, computer networks, organizational abilities, and professional development.

## Computer Help Desk

Advanced computer students at Clark College assist their classmates, other campus computer users, and the general public, by staffing the Computer Help Desk. Computer users can receive help with hardware and software problems and questions, including use of Unix, Internet/e-mail, and computer networks, by contacting the desk by telephone, e-mail, or in person.

Students interested in the Microcomputer Support Specialist program who have not completed the introductory courses must obtain advising information from the Computer Technology Advisor in General Advising. Upon completion of these introductory courses, students who wish to continue in the program will be assigned a department advisor.

Students must complete all major area courses with a minimum grade of "C" or better in order to successfully complete the program and earn the award.

## Microcomputer Support Specialist

*Certificate of Proficiency*

### General Education Requirements

CMST	201	Small Group Communication	5 credits
or	211	Interpersonal Communication	5 credits
ENGL	111	Technical Report Writing I	5 credits
or	101	English Composition	5 credits
MATH	090	Elementary Algebra	5 credits

### Introductory Courses

BTEC	149	Computer Application Essentials	3 credits
CTEC	100	Introduction to Computing	3 credits
CTEC	101	Computing Essentials	2 credits
CTEC	102	Introduction to Windows	3 credits
CTEC	103	Introduction to MAC/OS	3 credits
CTEC	104	PC Support Customer Service Skills	3 credits
ELEC	111	Introduction to Microcomputers	3 credits

### Major Area Requirements

CTEC	150	Introduction to Local Area Networks	2 credits
CTEC	199	Cooperative Work Experience	5 credits
CTEC	200	PC Help Desk Work Experience	3 credits
CTEC	201	A+ PC Operating System Technologies	5 credits
ELEC	107	A+ PC Core Hardware Technologies	5 credits
HDEV	195	Workplace Success	1 credit
and	198	Portfolio Development	1 credit
or	200	Professional Development	2 credits

**Total Credits Required 57 credits**

*(including General Education Requirements)*

Refer to the Degree & Certificate Requirements section in the Clark College Catalog to identify the courses needed to satisfy the General Education Requirements.

## Microcomputer Support Specialist

*Associate in Applied Science*

In addition to completing all courses for the Certificate of Proficiency, students must also complete the following additional General Education and Major Area Requirements and all other requirements as prescribed in the Degree & Certificate Requirements section of the Clark College Catalog.

### General Education Requirements

MATH	090	Elementary Algebra	5 credits
or	095	Eligibility as determined by ASSET Test	0 credits
		Health Requirement & PE Activity	3 credits
		Humanities Requirement	3 credits
		Science Requirement	3 credits
		Social Science Requirement	3 credits

### Major Area Requirements

CTEC	105	Introduction to the Internet	3 credits
CTEC	120	Beginning Programming	2 credits
CTEC	140	Introduction to UNIX	5 credits
or	181	Intro to Database Design Using Access	5 credits
CTEC	151	Networking Concepts	5 credits
CTEC	250	Windows Administration	5 credits

**Minimum Credits Required 90 credits**

*(including General Education Requirements)*

Refer to the Degree & Certificate Requirements section in the Clark College Catalog to identify the courses needed to satisfy the General Education Requirements.