



Computer Support Specialist A.B.

Career Community: Computer Technology and Networking

Curriculum Code: 0713

Effective: Fall 2023 – Summer 2028

Description

Computer support specialists install, modify and make minor repairs to computer hardware and software systems and provide technical assistance and training to system users. They install or assist service personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives on user's premises, following design or installation specifications. They may also load software packages into the computer; instruct users in use of equipment, software, and manuals; answer clients' inquiries concerning the systems operation; and diagnose system hardware, software, and operator problems. Students completing this curriculum may also be eligible to apply for certificates of completion in Microsoft Office Specialist (0841) and Computer Technology Basics (0844).

Milestone

In addition to the required General Education courses in Math and English, completion of CITS 125 with a 2.0 or higher is a key component for success in completing this program. Knowledge obtained in these courses is the foundation for learning in other required courses. Students are encouraged to contact their faculty if they need additional assistance with learning the concepts presented in these courses.

Contact Information

For further information, including career options, course substitutions and waivers, etc., contact the Computer Information Technologies Program at the West Campus Building, Room M103, telephone number 517-267-6406 or Student Services West Campus, West Campus Building, Room M016, telephone number 517-267-5452.

General Education – Applied Degrees, Recommended Courses

(For the full list of options, see [General Education](#))

- English Composition or Applied English – *Select one*
ENGL 121, Composition I, 4 credits / 4 billing hours
- English Composition (second course)/Communication or Applied Communication –
Program of Study Required Courses will meet this requirement
- Humanities and Fine Arts or Social Sciences or Applied Social Sciences – *Select one*
MGMT 234, Diversity in the Workplace, 3 credits / 3 billing hours
SOCL 120, Introduction to Sociology, 4 credits / 4 billing hours

- Mathematics or Applied Mathematics – *Select one*
 MATH 119, Math - Applications for Living, 4 credits / 4 billing hours
 STAT 170, Introduction to Statistics, 4 credits / 4 billing hours
- Natural Sciences Lab or Applied Science and Technology Lab – *Select one*
 BIOL 120, Environmental Science, 4 credits / 6 billing hours
 CHEM 135, Chemistry in Society, 4 credits / 5 billing hours
 PHYS 120, The Art of Physics, 4 credits / 5 billing hours

Program of Study Required Courses

Course Code	Course Title	Credit / Billing Hours
BUSN 118	Introduction to Business	3 / 3
CITA 115	Microsoft PowerPoint	3 / 3
CITA 119	Microsoft Word	3 / 3
CITA 126	Microsoft Excel	3 / 3
CITA 133	Microsoft Access Database	3 / 3
CITF 110	Intro Computer Info Systems	3 / 3
CITF 140	Information Technology Ethics	3 / 3
CITN 120	Networking Concepts	3 / 3
CITP 110	Intro to Programming-Python	4 / 4
CITS 110	Helpdesk Support Specialist	3 / 3
CITS 125	Computer Support: A+ Cert Prep	6 / 6
CITS 285	IT Professional Internship	3 / 3
CITW 150	Internet Literacy	3 / 3

Program of Study Required Courses, Limited Choice – *Select two*

Course Code	Course Title	Credit / Billing Hours
CITA 140	Microsoft Outlook	3 / 3
CITA 219	Advanced Microsoft Word	3 / 3
CITA 226	Microsoft Excel–Advanced	3 / 3
CITD 250	Database Concepts	3 / 3
CITF 260	Systems Analysis and Design	4 / 4
CITS 225	Networking for PC Technicians	3 / 3
CITW 160	Web Development HTML & CSS	3 / 3

Minimum Total Credit Hours

64 credits / 65 billing hours

Recommended Course Sequence

Semester I
Gen Ed – Mathematics or Applied Mathematics
CITA 115
CITA 126
CITF 110
CITW 150

Semester II
Gen Ed – English Composition or Applied English
CITA 119
CITA 133
CITN 120
CITP 110

Semester III
Gen Ed – Humanities and Fine Arts or Social Sciences or Applied Social Sciences
CITF 140
CITS 110
CITS 125 – Milestone course

Semester IV
Gen Ed – Natural Sciences Lab or Applied Science and Technology Lab
BUSN 118
CITS 285
Limited Choice
Limited Choice

LCC makes every effort to limit revisions to the pathways during their effective timeframe. However, the College reserves the right to update certificate and degree title changes, and make course changes as needed, without prior notice.