



## **Computer Support Technician A.A.S.**

Career Community: Computer Technology and Networking

Curriculum Code: 0743

Effective: Fall 2023 – Summer 2028

### **Description**

A computer support technician is highly knowledgeable in both computer hardware and software. This person must not only understand the operation of the computer system, but must also diagnose and repair the system when it fails, make upgrades, and perform preventive maintenance. A computer support technician also answers customers' questions relating to correct use of computers or components and may install new equipment. A successful computer support technician must understand electronics, computer hardware and software, and how they work together to make the computer operate. Computer support technicians are employed in computer sales and service shops and any place a large number of computers are found. Students completing this curriculum may also be eligible to apply for the Computer Technician Certificate of Achievement (0168). Not all courses in this program transfer to all colleges. Students planning to transfer should see an academic advisor before enrolling in any course.

### **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 in 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  
ENGL 124, Technical Writing, 3 credits / 3 billing hours
- English Composition (second course)/Communication or Applied Communication –  
Program of Study Required Courses will fulfill 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
- Mathematics or Applied Mathematics – *Select one*  
MATH 119, Math - Applications for Living, 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
CITF 240	IT Project Management	3 / 3
CITN 230	Linux Operating System	3 / 3
CITN 280	IT Security Foundations	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 170	Basic Electronic for PC Repair	6 / 7
CITS 225	Networking for PC Technicians	3 / 3
CITS 230	Computer Virtualization	3 / 3
CITS 285	IT Professional Internship	3 / 3

### Program of Study Required Courses, Limited Choice – *Select three*

Course Code	Course Title	Credit / Billing Hours
CITN 222	Wireless Networking & Security	3 / 3
CITN 250	Microsoft Network Server	3 / 3
CITO 100	Cloud Foundations with AWS	3 / 3
CITO 120	Cloud Architecting with AWS	3 / 3

### Minimum Total Credit Hours

60 credits / 62 billing hours

### Recommended Course Sequence

Semester I (Fall)
CITS 110
CITS 125 – Milestone course
CITS 170

Semester II (Spring)
Gen Ed – English Composition or Applied English
CITP 110
CITS 225
Limited Choice

Semester III (Fall)
Gen Ed- Humanities and Fine Arts or Social Sciences or Applied Social Sciences
Gen Ed – Mathematics or Applied Mathematics
CITN 230
CITS 230
Limited Choice

Semester IV (Spring)
Gen Ed – Natural Sciences Lab or Applied Science and Technology Lab
CITF 240
CITN 280
CITS 285
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.*