



## BUSINESS TECHNOLOGY: HELP DESK/TECHNICAL SUPPORT

Associate in Science Degree & Certificate Requirements

### HELP DESK/TECHNOLOGY SUPPORT

This Program, is one of several offered by the Business Technology Department. An outgrowth of collaboration between Business & Industry, Foothill College, and the Foothill/De Anza Occupational Training Institute, this program is designed to train students to work in the technology Help-desk/Technical support arena which has seen such explosive growth in recent years. The program is designed to allow students at all levels to take part, with a level of difficulty gradually unfolding in a series of stepwise certificates culminating in an Associate in Science degree in Business Technology. Internships are an integral component of this program, preparing students to successfully work with customers and technology in a professional environment.

### CAREER OPPORTUNITIES

With the proliferation of computer networks and technologies at all places of business, both large and small, comes the need for significant levels of support. More and more these companies are seeing the need to efficiently deploy the technology staff to successfully interact with the user and fix the problems. This program trains individuals to perform these tasks.

**UNITS REQUIRED FOR MAJOR: 45**

**UNITS REQUIRED FOR CERTIFICATE(S): 10-43**

### ASSOCIATE DEGREE REQUIREMENTS:

- English proficiency: ENGL 1A, ESL 26 or equivalent.
- Mathematics proficiency: MATH 103/105 or equivalent.

A minimum of 90 units required to include:

- All General Education requirements
- Major coursework as listed for the **Certificate of Achievement** (45 Units)
- Electives & other graduation requirements as appropriate

**NOTE:** All courses pertaining to the major must be taken for a letter grade. In addition, a GPA of 2.0 or higher is required in all Core and Support courses for the Degree or Certificates. 50% of the major units must be taken within the Computers, Technology and Information Systems Division.

**Prerequisite** to this program is CIS 50A or equivalent.

### CORE COURSES: 19 Units

CNET 54A Networking Fundamentals & the TCP/IP Protocol Suite (CCNA I) (5 Units)

CNET 75A Microsoft Windows Vista (5 Units)

CNET 116A Introduction to PC Electronics & the Command Line (5 Units)

CNET 119 Customer Service for IT Professionals (4 Units)

### CERTIFICATE INFORMATION:

#### All certificates require:

- English proficiency: **ENGL 110**, or **ESL 25**, or equivalent class or test score
- Math proficiency: **MATH 220** or equivalent
- Additional classes as listed below

#### Level I Career Certificate (19 Units)

This certificate is awarded upon the completion of the Core Courses.

#### Level II Certificate of Achievement (A+) (32 Units)

This certificate will provide the class work necessary to support the acquisition of A+ certification. To obtain this certificate a **Level I Certificate** is required as well as the following classes:

CNET 116B Windows Installation Upgrading & Troubleshooting (5 Units)

CNET 93U \*CNET Experiential Internship (3 Units)

CNET 60A Microsoft Windows 2003 Server (5 Units)

#### Certificate of Achievement (45 Units)

To obtain this certificate a **Level II Certificate** is required as well as the following classes:

CNET 60B Implementing, Managing & Maintaining a Microsoft Windows Server 2003 Network Infrastructure (5 Units)

CNET 54B Routers & Router Configuration (CCNA II) (5 Units)

CNET 93U \*CNET Experiential Internship (3 Units)

#### A+ Preparation Skill Certificate (10 Units)

Designed to prepare the student to pass the A+ examination independent of other degree requirements. It is highly recommended that the student complete CNET 54A and CNET 95A prior to beginning this sequence.

CNET 116A Introduction to PC Construction Electronics & the Command Line (5 Units)

CNET 116B Windows Installation, Upgrading & Troubleshooting (5 Units)

### Academic Year 2008-2009