

# Computer Support Specialist, AAS

The Computer Support Specialist 63 credit hour Associate of Applied Science degree prepares individuals to provide technical assistance, support, and advice to computer users to troubleshoot software, hardware and networking problems. This two-year degree includes instruction in computer concepts, information systems, networking, security, operating systems, the Internet, software applications, help desk concepts, effective written and verbal communication skills, team management, project management, customer service and problem solving skills. Courses are completed in state-of-the-art computer labs at Johnson County Community College. Students are prepared to enter the workforce as a Computer User Support Specialist, Help Desk Technician, Technical Support Specialist or IT Support Representative.

(Major Code 2060; State CIP Code 11.1006)

- Computer Support Specialist

## Associate of Applied Science Degree

### First Semester

CPCA 105	Introduction to Personal Computers: Windows	0-1
CPCA 120	Computer User Support Skills*	3
CPCA 128	PC Applications: MS Office	3
or CPCA 108 & CPCA 110 & CPCA 123	Word Processing I: MS Word* and Spreadsheets I: MS Excel* and E-Presentation: MS PowerPoint*	
ELEC 186	CompTIA A+ Essentials	3
IT 120	CompTIA A+ Practical Applications	3
IT 140	Networking Fundamentals	4
Total Hours		16-17

**Note: Students are eligible for the Computer Support Specialist A+ Certificate upon completion of the first semester and would be eligible to take the Computing Technology Industry Association (CompTIA) A+ Certification Exam.**

### Second Semester

CPCA 106	Introduction to Personal Computers: Macintosh	1
CPCA 109	Google Apps*	1
CPCA 118	Groupware: Outlook*	1
CPCA 138	Windows for Microcomputers*	1
ELEC 250	Microcomputer Maintenance*	3
IT 145	Routing and Switching Essentials*	3
WEB 112	Professional Skills for the Digital Developer	3
Total Hours		13

### Third Semester

Program Electives		2 - 3
NOTE: Program electives are any courses with CIS, CPCA, CS, HCIS, IT or WEB prefix. (Note: If completed CPCA 105, choose 2 credit hours of electives. If CPCA 105 waiver test passed, choose 3 credit hours of electives.)		
CPCA 114	Databases I: MS Access*	1
CPCA 141	Internet I*	1
ENGL 121	Composition I*	3
IT 201	Network Security Fundamentals*	4
Communications Elective^		3
Humanities Elective^		3
Total Hours		17-18

^ See all AAS general education electives (<http://catalog.jccc.edu/degreerequirements/associate-applied-science>)

**Note: Students are eligible for the Computer Support Specialist Networking+/Security+ Certificate upon completion of the first and second semesters and IT 201 and would be eligible to take the Computing Technology Industry Association (CompTIA) Network+ Exam and Security + Exam.**

## Fourth Semester

Program Electives	9
NOTE: Program electives are any courses with CIS, CPCA, CS, HCIS, IT or WEB prefix.	
CPCA 121 Introduction to Project Management*	1
Social Science and/or Economics Elective^	3
Science and/or Math Elective^	3
Note: MATH 120 is recommended	
Total Hours	16

^ See all AAS general education electives (<http://catalog.jccc.edu/degreerequirements/associate-applied-science>)

**Total Program Hours: 63**