

# Computer Support Specialist, AAS

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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; CIP Code 11.1006)

Computer Support Program web page (<http://www.jccc.edu/academics/credit/computer-support/>)

## Associate of Applied Science Degree

### First Semester

CSS 105	Introduction to Personal Computers: Windows	1
CSS 120	Computer User Support Skills*	3
CSS 128	PC Applications: MS Office	3
or CSS 108 & CSS 110 & CSS 123	Word Processing I: MS Word* and Spreadsheets I: MS Excel and E-Presentation: MS PowerPoint	
ELEC 186	CompTIA A+ Core 1	3
IT 120	CompTIA A+ Core 2	3
IT 141	Introduction to Networks	3
<b>Total Hours</b>		<b>16</b>

**Note:** *Students eligible for the Computer Support Specialist A+ Certificate (<http://catalog.jccc.edu/degreecertificates/computerinformationsystems/computer-support-specialist-a-cert/>) are qualified to take the Computing Technology Industry Association (CompTIA) A+ Certification Credential Exam.*

### Second Semester

CSS 106	Introduction to Personal Computers: Macintosh	1
CSS 109	Google Apps*	1
CSS 118	Groupware: Outlook*	1
CSS 138	Operating Systems: Windows*	1
CSS 140	Digital Devices and Online Technologies*	3
IT 150	Switching, Routing, and Wireless Essentials*	3
IT 151	VMware vSphere Essentials*	3
or IT 152	Google Cloud Fundamentals*	
or IT 153	AWS Cloud Foundations*	
or IT 155	Microsoft Administration Fundamentals*	
or WEB 110	HTML and CSS	
WEB 112	Professional Skills for the Digital Developer	3
<b>Total Hours</b>		<b>16</b>

### Third Semester

CSS 114	Databases I: MS Access*	1
ENGL 121	Composition I*	3
IT 175	Cybersecurity Fundamentals*	3
Communications Elective^		3
Humanities Elective^		3
Technical Electives (see below)		2
<b>Total Hours</b>		<b>15</b>

**Note:** Students eligible for the Computer Support Specialist Networking+/Security+ Certificate (<http://catalog.jccc.edu/degreecertificates/computerinformationssystem/comp-support-networking-security-cert/>) are qualified to take the Computing Technology Industry Association (CompTIA) Network+ and Security+ Credential Exams.

## Fourth Semester

CSS 121	Introduction to Project Management*	1
Science and/or Math Elective^		3
Note: MATH 120 is recommended		
Social Science and/or Economics Elective^		3
Technical Electives (see below)		9
<b>Total Hours</b>		<b>16</b>

**Total Program Hours: 63**

## Technical Electives

CIS 124	Introduction to Computer Concepts and Applications	3
CIS 142	Beginning Programming using Python	4
CIS 204	UNIX Scripting and Utilities*	3
CS 134	Programming Fundamentals	4
CSS 111	Spreadsheets II: MS Excel*	1
CSS 113	Spreadsheets I, II & III: MS Excel*	3
CSS 115	Databases II: MS Access*	2
CSS 125	Word Processing II: MS Word*	1
CSS 228	PC Applications II: MS Office*	3
CSS 290	Computer Support Specialist Internship*	2
CSS 291	Independent Study*	1-7
CSS 292	Special Topics:*	1-3
HCIS 225	Healthcare Data Analytics	2
HCIS 235	Care Coordination and Interoperable Health IT Systems	2
HCIS 245	Population Health	2
HCIS 255	Technology Concepts in Healthcare	2
HCIS 262	Customer Service in the Health Environment	2
HCIS 263	Working with Health Information Technology (HIT) Systems	2
HCIS 264	Configuration and Implementation of Electronic Health Records	2
HCIS 265	Installation and Maintenance of Health IT Systems	2
HCIS 267	EHR Design, Functionality and Usability	3
HCIS 271	The Culture of Healthcare	2
HCIS 272	Terminology in Health Care Settings	2
HCIS 273	Quality Improvement in Healthcare	2
HCIS 274	Healthcare Workflow Analysis and Redesign	2
HCIS 277	Training and Instructional Design	2
IT 155	Microsoft Administration Fundamentals*	3
IT 204	Enterprise Networking, Security and Automation*	3
IT 206	Network Security Fundamentals*	3
IT 230	Linux Fundamentals	3
WEB 114	Web Scripting: JavaScript I*	2
WEB 116	Digital Media Concepts	2
WEB 118	Digital Workflow	3
WEB 120	Web Analytics*	3
WEB 121	Digital Media Assets*	4

\* This course has registration requirements.

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