

COMPUTER SERVICE TECHNICIAN (450)

450-315 Customer Service Fundamentals

Credits: 2

This course is designed to instruct students on the principles and customer relations skills needed for the successful field service technician. Practical interviews and role playing are included in this course.

Aid Code: 31 - One-year Technical Diploma.

Complete Course Listing

450-316 Microcomputer Software Service

Credits: 2

This course covers a number of different software topics: familiarization with popular business applications, computer virus eradication – to include malware and spyware, software detailing, software utilities, and licensing.

Aid Code: 31 - One-year Technical Diploma.

Restrictions: Restricted to students admitted to Computer Service Technician Program.

Co-requisites: 631-100

Complete Course Listing

450-317 Troubleshooting Microcomputers

Credits: 2

This course culminates the three core courses and the two previous Hardware Support courses in an advanced diagnosis and repair course that, on completion, will mark the achievement of the Computer Hardware Support Certificate for the learner. Hands-on PC troubleshooting skills are emphasized.

Aid Code: 31 - One-year Technical Diploma.

Restrictions: Restricted to students admitted to Computer Service Technician Program.

Co-requisites: (450-316) and (631-100) and (631-101) and (631-102)

Complete Course Listing

450-319 Microcomputer Peripherals

Credits: 2

This course focuses on printers, the specialized functions of various kinds of printers, and printer troubleshooting. Digital input and data protection devices will also be examined.

Aid Code: 31 - One-year Technical Diploma.

Restrictions: Restricted to students admitted to Computer Service Technician Program.

Pre-requisites: (450-316) and (450-317) and (631-100) and (631-101) and (631-102)

Complete Course Listing

450-321 Troubleshooting Network Hardware

Credits: 2

This course covers network hardware installation, configuration and troubleshooting in both peer-to-peer and server-based environments, cable installation, certification, and troubleshooting is emphasized. Wireless networking is also utilized.

Aid Code: 31 - One-year Technical Diploma.

Restrictions: Restricted to students admitted to Computer Service Technician Program.

Pre-requisites: (450-316) and (450-317) and (631-100) and (631-101) and (631-102)

Co-requisites: (450-319) and (450-320) and (631-115)

Complete Course Listing

450-322 Service Support Techniques

Credits: 1

This course provides an opportunity to apply concepts, principles and skills learned in the CST program in the workplace. Emphasis is placed on applying skills to job tasks, modeling core abilities and seeking a job.

Aid Code: 31 - One-year Technical Diploma.

Restrictions: Restricted to students admitted to Computer Service Technician Program.

Pre-requisites: (450-315) and (450-316) and (450-317) and (631-100) and (631-101) and (631-102)

Co-requisites: (450-319) and (450-320) and (450-321) and (631-115) and (631-116) and (631-117) or (631-118)

Complete Course Listing