

COMPUTER SERVICE TECHNICIAN



One-Year Technical Diploma
 31-450-1

The need for fully-trained, professional Computer Service and Network Technicians who are able to configure, troubleshoot, and support today's complex PC-based computing systems confidently and expertly is quickly evolving. This need is being driven by the rapid evolution in the power and complexity of PC hardware and software applications, as well as by the accelerating movement from stand-alone PC's to highly integrated networks.

This practical program provides extensive hands-on training with PC hardware, operating systems, and networks needed to keep PC-based system operational and functioning at peak efficiency. Graduates of this program have the knowledge, attitudes, skills, and habits needed to guide and implement the systematic enhancement of PC-based system as the technology continues to evolve.

Program Outcomes

- Apply effective customer satisfaction and field service techniques.
- Evaluate and repair PC hardware components.
- Evaluate and administer PC software applications.
- Evaluate and apply PC system and peripheral communication.
- Repair PC peripheral hardware and related systems.
- Compare LAN and WAN physical and logical fundamentals.
- Evaluate, administer, and repair network hardware.
- Apply PC system evaluation, installation, configuration, diagnosis and repair skills in the workplace.

Graduates Have Found Employment As

- Computer Service Technician
- Computer Support Specialist
- Service Support Specialist
- Service Engineer

- Help Desk Specialist
- Field Service Engineer
- Field Service Technician
- Communications Technician
- LAN Support Specialist
- Network Technician
- Network Installer

View the entire course listing (<http://catalog.blackhawk.edu/courses/>).

Semester 1		Credits
631-124	Microcomputer Fundamentals 1: PC Components	1
631-125	Microcomputer Fundamentals 2: PC Assembly	1
631-126	Microcomputer Fundamentals 3: Intro to Web Programming	1
631-127	PC Software Fundamentals 1: Operating Systems	1
631-128	PC Software Fundamentals 2: Software Applications	1
631-129	PC Software Fundamentals 3: Troubleshooting Operating Systems	1
631-130	PC Peripherals and Troubleshooting 1: Peripherals	1
631-131	PC Peripherals and Troubleshooting 2: Printers & Laptops	1
631-132	PC Peripherals and Troubleshooting 3: Troubleshooting Hardware	1
631-133	IT Customer Service Fundamentals 1	1
631-134	IT Customer Service Fundamentals 2	1

631-135	IT Customer Service Fundamentals 3	1
150-182	Information Technology Career Preparation	1
801-136	English Composition 1	3
Credits		16

Semester 2

631-112	PC Hardware Interfacing	1
631-136	Network Fundamentals 1	1
631-137	Network Fundamentals 2	1
631-138	Network Fundamentals 3	1
631-139	Troubleshooting Network Resources 1	1
631-140	Troubleshooting Network Resources 2	1
631-141	Troubleshooting Network Resources 3	1
150-169	Introduction to Enterprise Virtualization 1	1
150-170	Introduction to Enterprise Virtualization 2	1
150-171	Introduction to Enterprise Virtualization 3	1
631-142	Cyber Ethics 1	1
631-143	Cyber Ethics 2	1
631-144	Cyber Ethics 3	1
631-122	Service Support Internship	1
804-134 or 804-118	Mathematical Reasoning or Intermediate Algebra with Applications	3
Credits		17
Total Credits		33

General Education Courses Within Program

Code	Title	Credits
804-134 or 804-118	Mathematical Reasoning Intermediate Algebra with Applications	3
801-136	English Composition 1	3