

MANUFACTURING INFORMATION TECHNOLOGY SPECIALIST



Two-Year Technical Diploma
32-631-1

The Manufacturing Information Technology Specialist program provides extensive hands-on training with the computer hardware, operating systems, application software, mobile devices, and networks needed to keep the systems used in every aspect of advanced manufacturing operating and functioning at peak efficiency. In addition, students will learn how to provide excellent customer service to the employees that fill the various roles they will support. Graduates of this program will have the knowledge, attitudes and skills needed to guide and implement the systematic enhancement of various types of computer systems as these technologies continue to grow and evolve.

Program Outcomes

- Apply effective customer satisfaction and field service techniques
- Evaluate and repair PC hardware components and peripherals
- Evaluate and administer PC software applications
- 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
- Perform IT related tasks in multiple environments to include office and manufacturing
- Apply basic understanding of manufacturing communication protocols.
- Evaluate, administer, and repair wireless networking components and the devices that use them.
- Evaluate and install helpdesk software
- Apply proper helpdesk services
- Evaluate, administer and troubleshoot PC and Apple devices.

- Evaluate, administer and troubleshoot Windows, Apple, and Linux operating systems
- Compare different types of virtual machine systems.

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
631-111		1

801-136	English Composition 1	3
Credits		16
Semester 2		
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
631-112	PC Hardware Interfacing	1
804-134 or 804-118	Mathematical Reasoning or Intermediate Algebra with Applications	3
Credits		16
Semester 3		
631-145	Apple Devices and Operating Systems 1: Hardware	1
631-146	Apple Devices and Operating Systems 2: Operating Systems	1
631-147	Apple Devices and Operating Systems 3: Networking	1
631-148	Wireless Networking 1	1
631-149	Wireless Networking 2	1
631-150	Wireless Networking 3	1
150-157	IT Project Management 1	1
150-158	IT Project Management 2	1
150-159	IT Project Management 3	1
631-151	Manufacturing Networking 1	1
631-152	Manufacturing Networking 2	1
631-153	Manufacturing Networking 3	1
631-109	Network Portfolio 1	1
Credits		13
Semester 4		
631-154	Wireless Networking Implementation 1	1
631-155	Wireless Networking Implementation 2	1
631-156	Wireless Networking Implementation 3	1
631-160	Malicious Software Fundamentals 1	1

631-161	Malicious Software Fundamentals 2	1
631-162	Malicious Software Fundamentals 3	1
631-157	Linux Operating Systems 1	1
631-158	Linux Operating Systems 2	1
631-159	Linux Operating Systems 3	1
631-163	Mobile Device Fundamentals 1	1
631-164	Mobile Device Fundamentals 2	1
631-165	Mobile Device Fundamentals 3	1
631-110	Network Portfolio 2	1
631-122	Service Support Internship	1
Credits		14
Total Credits		59

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