

COMPUTER SYSTEMS

Desktop Support Management Major

TECHNOLOGY & WORKFORCE DEVELOPMENT DIVISION

Program of Study

The Desktop Support Management program is designed for students learning technical support tasks for business software applications in both a networked and stand-alone environment. Students in this program are highly motivated, organized, logical, and willing to commit themselves to the timely completion of the tasks without close supervision.

Graduates gain experience in several popular business software applications. Excellent opportunities exist for graduates who are goal-oriented. They will be exposed to Web Design, Program Development using Visual Basic, networking, and data communications.

The faculty has identified the following Learning Outcomes for all graduates:

- Identify, compare, and use basic data communication term, basic tools of the data communication field, and all elements necessary for connectivity between network and computer systems.
- Effectively troubleshoot and distinguish between hardware and software problems
- Design and develop a relational database
- Demonstrate an understanding of organizations including how individuals interact with them and the relationship between the organization and their specialty area
- Effectively implement computer hardware and software according to system/user requirements

POTENTIAL OCCUPATIONS:

- Help Desk Support
- Network Assistant
- Client Service Technician
- Desktop Technician
- Workstation Support
- PC Technician
- PC Integrator
- Network Administrator

Associate of Applied Business

TECHNICAL CONCENTRATION

		Credit Hrs.	
CIT	1210	Visual Programming	4
CIT	1241	Microcomputers	3
CIT	1310	Windows Scripting	2
CIT	1400	Networking I	4
CIT	2200	Database	4
CIT	2240	Advanced Spreadsheets	1
CIT	2310	Advanced Word Processing	1
CIT	2330	Advanced Presentation Graphics	1
CIT	2901	DSM Capstone	3
DMT	1010	Introduction to Multimedia	3
DMT	1020	Web Design I	3
Total Technical Credit Hours			29

GENERAL EDUCATION AND RELATED COURSES

GEN	1000	First-Year Seminar	1
ACC	1100	Financial Accounting	4
ACC	2330	Computerized Accounting	3
CIT	1090	Computer Fundamentals	3
ENG	1900	Technical Writing for Business and Industry	3
Choose One:		ENG 1050 College Composition I or ENG 1020	3/5
MGT	2670	Business Ethics	3
MTH	1310	Intermediate Algebra	4
Choose One:		PSY 1210 General Psychology or SOC 2010 Fundamentals of Sociology	3
SPE	2010	Effective Speaking	3
		*Humanities Elective	3
Total General Education and Related Credit Hours			33/35
TOTAL CREDIT HOURS			62/64

- * See page 101 for a listing of specific electives.
See your advisor for appropriate course selection.

For available Certificate Program options, see catalog pages 103–109.

All students graduating from Terra State Community College with an Associate degree of any kind will be functionally proficient in common computer operations and applications. Please see your academic advisor or academic division office for further details.

To determine when courses are scheduled, see program curriculum sheet which is available from the Enrollment Services office in Building A/Room 100, from the Technology and Workforce Development Division office, Building E, Room 107 or on the web at www.terra.edu.