

# Computer Information Systems A.A.S.

## Computer Technical Support Option

### Program Description

Computer support technicians offer software and hardware support to an organization's computer users. A familiarity with business application software products, their uses in business and a basic understanding of microcomputer hardware maintenance are essential.

### Employment Information

The U.S. Bureau of Labor Statistics says computer support specialists and systems administrators are projected to be among the fastest growing occupations over the next 10 years. Job prospects will be best for college graduates who are up to date with the latest skills and technologies, certifications and practical experiences.

### Degree Awarded

Associate in Applied Science

### For More Information Contact:

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### Technical Occupational Specialty

				36 Credit Hours	Date	Institution
<input type="checkbox"/>	CIS	1123	Programming Fundamentals	3		
<input type="checkbox"/>	CIS	2363	Database Design	3		
<input type="checkbox"/>	CIS	2463	Database Applications	3		
<input type="checkbox"/>	CIS	2513	Principles of Information Systems Security	3		
<input type="checkbox"/>	CIS	2703	System Analysis and Design	3		
<input type="checkbox"/>	CIS	2803	Computer Science Project Capstone	3		
<input type="checkbox"/>	ITD	1113	Windows Expert User	3		
<input type="checkbox"/>	ITD	1523	Support & Troubleshooting Personal Computers	3		
<input type="checkbox"/>	ITD	1533	LAN Fundamentals	3		
<input type="checkbox"/>	ITD	2053	Telecommunication Fundamentals	3		
<input type="checkbox"/>	ITD	2213	Windows Networking I	3		

### Select 3 credit hours from the following:

<input type="checkbox"/>	ITD	1323	Internet Fundamentals	3		
<input type="checkbox"/>	CIS	1113	Computer Concepts with Applications	3		
<input type="checkbox"/>	CIS	1103	Fundamentals of Computers with Applications	3		

### Support and Related Courses

				7 Credit Hours	Date	Institution
<input type="checkbox"/>	BUS	1011	Business Ethics	1		
<input type="checkbox"/>	BUS	2113	Business Communications	3		
<input type="checkbox"/>	GDD	1523	Electronic Commerce	3		

### General Education Requirements

				18 Credit Hours	Date	Institution
<input type="checkbox"/>	ENGL	1113	English Composition I	3		
<input type="checkbox"/>	HIST	1483	U.S. History to 1865			
<input type="checkbox"/>	<b>OR</b>			3		
<input type="checkbox"/>	HIST	1493	U.S. History Since 1865			
<input type="checkbox"/>	MATH	1413	General College Math	3		
<input type="checkbox"/>	POLS	1113	American Government	3		
<input type="checkbox"/>	SPCH	1113	Introduction to Speech Communications	3		
<input type="checkbox"/>	General education elective (must be approved by division advisor)			3		

**Total to Graduate**

**61 Credit Hours**

Student Name: \_\_\_\_\_

CWID: \_\_\_\_\_

Counselor: \_\_\_\_\_

**COMPUTER INFORMATION SYSTEMS AAS-COMPUTER TECH SUPPORT**  
**OPTION COURSE DESCRIPTIONS**

**BUS 1011 BUSINESS ETHICS**

A study of contemporary and classical views relating to moral judgments and conduct within the business environments.

**BUS 2113 BUSINESS COMMUNICATIONS**

Includes effective communication strategy, effective report presentation (both written and oral), effective summarizing skills and analytical reasoning skills. Focuses on the dynamics, qualities, functions and methods of administrative communication; problems and practices of preparing effective material.

Prerequisite: ENGL 1113.

**CIS 1103 FUNDAMENTALS OF COMPUTERS WITH APPLICATIONS**

This course is designed to provide students with an introduction to the fundamentals of computers and their applications in business. Topics include: computer evolution, information processing, computer functions, information systems, program development process, microcomputer systems and applications, data communication, transaction processing and future trends. Theory and hands on computer instruction. This introductory course is intended for students with existing computer skills. Prerequisites: placement test or CIS 1003.

**\*CIS 1113 COMPUTER CONCEPTS WITH APPLICATIONS**

Provides students with an introduction to concepts and applications of the personal computer in business. Topics include spreadsheets, databases, word processing, ethics, vocabulary, Internet skills and file system management. Theory and hands-on computer instruction is included. This introductory course is intended for students with existing computer skills. Prerequisite: READ 0033 or [R].

**CIS 1123 PROGRAMMING FUNDAMENTALS**

Designed for both computer science majors and non-majors to give fundamental knowledge of computer programming concepts. Students will learn accepted programming concepts and style. This course involves logic, pseudo-code, flow charts, statement sequencing, conditional statements, loop structures and input/output. Prerequisite: Basic computer knowledge.

**\*CIS 2363 DATABASE DESIGN**

Provides students with basic knowledge of database planning, design and implementation. Exercises will take the student through database planning, design and construction, implementation and maintenance. Prerequisite: CIS 1113.

**\*CIS 2463 DATABASE APPLICATIONS**

The student will use a selected database management program to create and edit database files. The student will also search, organize and build reports, forms and templates with the database files. Prerequisites: CIS 1103 or CIS 1113 and CIS 2363. Spring only

**\*CIS 2513 PRINCIPLES OF INFORMATION SYSTEMS SECURITY**

This course provides the student with a broad review of the field of information systems security, background on many related elements and enough detail to facilitate an understanding of the field. It covers terminology of information systems security, the history of the field and an overview on how to manage an information systems security program. Prerequisites: CIS 1113 or CIS 1103 or ITD 1113.

**\*CIS 2703 SYSTEMS ANALYSIS AND DESIGN**

Introduction to a methodology for the analysis, design, documentation, implementation and evaluation of computer systems. Included will be topics in techniques for data gathering, file organization and accessing methods. Prerequisites: CIS 1103 or CIS 1113 and three hours of computer applications or programming.

**\*CIS 2803 COMPUTER SCIENCE PROJECT CAPSTONE**

As the capstone course of the Computer Science Program, the student will demonstrate the collected knowledge, skills and techniques acquired in the program courses by working through scenarios. Students will demonstrate problem solving, critical thinking, research techniques and technical writing. Computer ethics and group dynamics will be emphasized to help round out the student's education.

**\*ITD 1113 MICROSOFT WINDOWS EXPERT USER**

Students will develop advanced proficiency in the current microsoft client operating system. The course is designed for students who will be working in technical positions in the computer industry including network administration and personal computer technical support. Instruction will be delivered using hands-on lab work and lecture.

**\*ITD 1323 INTERNET FUNDAMENTALS**

Introduction to the worldwide computer network. Course uses a hands-on approach to teach students the history and capabilities of the Internet. Students learn the resources available via the World Wide Web and searching capabilities. Prerequisites: placement test or CIS 1003.

**ITD 1523 SUPPORTING AND TROUBLESHOOTING PERSONAL COMPUTERS**

The course presents the fundamentals of personal computer hardware and software installation, maintenance, networking and troubleshooting. It assists students in preparing for the Comptia A+ industry certification. This course uses a combination of lecture and hands-on lab exercises. Prerequisite: ITD 1113 or CIS 1113

**\*ITD 1533 LAN FUNDAMENTALS**

Course is designed to provide the students with basic knowledge of computer networks. Students will learn the types and methodology of networks. Exercises will involve hands-on use of computer networks. Prerequisite: CIS 1003 or CIS 1113 or CIS 1103.

**\*ITD 2053 TELECOMMUNICATIONS FUNDAMENTALS**

Examines and analyzes strategies for telecommunications, including network systems and forms of electronic communications. Overview of resources and utilization of systems transmitting information between a computing system and remotely located sending and receiving devices. Demonstrations, discussion and hands-on exercises with an emphasis on telecommunications and applications. Prerequisite: CIS 1103 or CIS 1113.

**\*ITD 2213 WINDOWS NETWORKING I**

Course is designed to give the student basic knowledge of Microsoft Windows networking and its uses. Students will be given projects using the operating software features and will learn how other software programs link to the operating systems. Topics may include using network neighborhood, objects linking and embedding, and managing hardware. Prerequisite: CIS 1103 or CIS 1113 and ITD 2523.