

PC SUPPORT SERVICES COURSE DESCRIPTION

OCP-A	Informational Technology Assistant	150 Hours	Course OTA 0040
OCP-B	Help Desk Support Assistant	300 Hours	Course CTS 0086
OCP-C	Help Desk Technician	300 Hours	Course CTS 0087
OCP-D	Help Desk Analyst	150 Hours	Course CTS 0088

Occupational Completion Points (OCP) and Program Length Total Program Hours: 900

Information Technology Assistant – Course ATA 0040 (150 Hours) – This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today’s business environments. Emphasis is place on developing proficiency with touch keyboarding and fundamental computer applications so they may be used as communication tools for enhancing personal work-place proficiency in an information-based society. This also includes proficiency with computers using word processing, database, spreadsheet, and presentation software that meet industry standards. Job seeking techniques, career planning, and success strategies will also be developed.

COURSE #OTA 0040: INFORMATION TECHNOLOGY ASSISTANT – 150 HOURS

Employability Skills (15 hours classroom)

The student will be able to identify and describe communications and networking systems used in workplace environments. Troubleshoot problems with computer hardware peripherals and other equipment.

Communication Skills I (15 hours classroom)

The student will be able to write clear and well-organized research papers, integrating a variety of information. Accurately follow written and oral instructions. Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

Management Functions Workplace and Employer/Employee Roles (15 hours classroom)

The student will be able to collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.

Quality Performance (15 hours classroom)

The student will be able to assess personal, peer and group performance and identify and implement strategies for improvement (ex. organizational skills, notetaking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).

“Students will be given an interim report at the mid-point of each course. This will allow the student to make changes and improvements as needed.”

Customer Relations (15 hours classroom)

The student will be able to identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.

Apply Mathematical Operations and Financial Planning Strategies (15 hours classroom)

The student will be able to select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.

Perform E-Mail Activities (15 hours classroom)

The student will be able to describe e-mail capabilities and functions. Use the Internet to perform e-mail activities.

Demonstrate Operating Systems (15 hours classroom)

The student will be able to identify operating system file naming conventions. Demonstrate a working knowledge of standard file formats. Explain the history and purpose of various operating systems.

Develop An Awareness of Emerging Technologies (30 hours classroom)

The student will be able to compare and contrast various methods of evaluation for emerging technologies. Demonstrate knowledge of the process of planning upgrades and changeovers.

COMPLETED OCP A: INFORMATION TECHNOLOGY ASSISTANT – 150 HOURS

Help Desk Support Assistant – Course CTS 0086 (300 Hours) – Builds on the skills introduced in Course OTA 0040 and introduces the students to the help desk support technology, hardware

components, computer networks, e-mail and Internet activities, and software applications. Students will be prepared to take CompTia A+ Certification exam.

COURSE #CTS 0086: HELP DESK SUPPORT ASSISTANT – 300 HOURS

Employability Skills II (15 hours classroom)

The student will be able to use listening, speaking, telecommunication and non-verbal skills and strategies to communicate effectively with supervisors, co-workers, and customers. Collaborate with individuals and teams to complete tasks and solve information technology problems. Apply the writing process to the creation of appropriate documents following designated business formats.

Communication Skills II (15 hours classroom)

Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.

Troubleshooting and Diagnosing (60 hours classroom)

The student will be able to identify software problems to execute appropriate course of action. Diagnose software problems to execute appropriate course of action. Perform system backup.

Perform Installation and Configuration Activities

The student will be able to interpret error messages properly. Install operating system Software. Customize operating systems. Install application software.

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Identify The Purpose of Major Hardware Components

Demonstrate an understanding of the operation and purpose of hardware components. Demonstrate proficiency in basic preventative hardware maintenance. Apply basic rules for hardware safety.

Perform E-mail Activities II (30 hours classroom)

The student will be able to describe e-mail capabilities and functions. Create and send e-mail messages with attachments. Reply to and forward e-mail messages. Organize and manage e-mail messages.

Develop An Awareness of Emerging Technologies II (30 hours classroom)

The student will be able to compare and contrast various methods of evaluation for emerging technologies. Demonstrate knowledge of the process of planning upgrades and changeovers.

Computer Networks I (30 hours classroom)

The student will be able to define networking and describe the purpose of a network. Describe the various types of network topologies.

System Software and Application Software I (30 hours classroom)

The student will be able to demonstrate proficiency in the use of various software applications.

COMPLETED B: HELP DESK SUPPORT ASSISTANT – 300 HOURS

Help Desk Technician – Course CTS 0087 (300 Hours) – Includes all the intended outcomes of Courses OTA 0040 and CTS 0086. Students will be thoroughly trained in help desk support, the use of system software, application software, the Internet, and will learn the basics of computer networks and web page creation. Students will be prepared to take CompTia Network + certification exam.

COURSE #CTS 0087: HELP DESK TECHNICIAN – 300 HOURS

Communication Skills III (30 hours classroom)

The student will be able to communicate technical information in a concise, understandable manner to a non-technical audience both verbally and in writing. Contribute technical solutions to a resource library. Demonstrate active listening techniques.

Participate in Work-Based Learning Experiences (30 hours classroom)

Participate in work-based learning experiences in a PC/software support services environment. Discuss the use of technology in a PC/software support services environment.

Installation and Configuration Applications I (60 hours classroom)

The student will be able to interpret error messages properly. Install operating system software. Customize operating systems. Install application software.

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Identify Major Hardware Components (60 hours classroom)

Demonstrate an understanding of the operation and purpose of hardware components.
Demonstrate proficiency in basic preventative hardware maintenance. Apply basic Rules for hardware safety.

Computer Networks II (60 hours classroom)

The student will be able to define networking and describe the purpose of a network.
Describe the various types of network topologies.

System Software and Application Software II (60 hours classroom)

The student will be able to identify software problems to execute appropriate course of action. Diagnose software problems to execute appropriate course of action. Perform system backup.

COMPLETED C: HELP DESK TECHNICIAN – 300 HOURS

Help Desk Analyst – Course CTS 0088 (150 Hours) – Requires that all intended outcomes of Courses OTA 0040, CTS 0086, and CTS 0087 must be completed before pursuing this competency area. Students will become proficient in the PC/software support services environment with the skills to identify possible solutions to troubleshoot software and hardware problems. Students will also be able to demonstrate the skills associated with the Microsoft Certified Information Technology Professional (MCITP). Students will be proud to take the MCITP certification exam.

COURSE #CTS 0088: HELP DESK ANALYST – 150 HOURS

Communication Skills IV (15 hours classroom)

The student will be able to contribute technical solutions to a resource library.
Collaborate with associates to resolve user technical difficulties. Use appropriate Etiquette and manners when communicating with people of varying cultures.

Participate in Work-Based Learning Experiences II (30 hours classroom)

The student will be able to compare and contrast the software applications used in a PC/Software support services environment. Discuss the management/supervisory skills needed in a PC/software support services environment.

Installation and Configuration Applications II (30 hours classroom)

The student will be able to install and configure software including device drivers.
Resolve computer error messages.

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Computer Networks III (30 hours classroom)

The student will be able to identify the purposes and interrelationships among the major components of networks (ex. servers, clients, transmission media, network operating system, network boards). Identify and describe the purpose of standards, protocols, and the Open Systems Interconnection (OSI) reference model.

Customer Care Services (15 hours classroom)

The student will be able to apply call center vocabulary. Listen and input information simultaneously.

System Software and Application Software III (30 hours classroom)

The student will be able to describe knowledge database search procedures used to identify possible solutions when troubleshooting software and hardware problems.

COMPLETED D: HELP DESK ANALYST – 150 HOURS