

# NEWS RELEASE

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## **New Computer Support Technician certificate announced**

Several thousand new computer support specialists will be needed in Michigan by 2012, according to the Michigan Department of Labor & Economic Growth. The number of computer support specialists is expected to grow by 31 percent and they'll make close to \$20.00 per hour.

The business and computer sciences department at Glen Oaks Community College will be meeting this occupational need with a new certificate aimed at preparing students for entry-level computer support and repair positions. The Computer Support Technician Certificate is expected to be available beginning with the Fall Semester 2009. The certificate requires 32 credit hours, including 29 core credits and three credits hours from an elective course like Web Page Design, Advanced Visual Basic Programming or Network Administration (Windows NOS).

Professor Kevin Conner said students will be taught installation, configuration, preventive maintenance, and optimization of personal computer hardware and software. "Computer network and security concepts, along with customer service, will also be taught," Conner added. Core computer courses for this certificate are aligned to the latest CompTIA certification objectives. These include: EDP 221 PC Technician Essentials for A+ Essentials; EDP 224 PC Repair Technician for A+ 220-602; EDP 240 Networking Essentials for Network +; EDP 246 Computer Security for Security +; and EDP 270 PC Operating Systems for A+ 220-602.

Graduates with this certificate will be qualified to work in a mobile or corporate technical environment with a high level of face-to-face interaction. Job titles in some organizations describing the role of this individual may be: Enterprise technician, IT administrator, field service technician, PC technician and others.

"This certificate could be used as a stepping stone to a more advanced IT certification," said Conner.

Following is the certificate description, and a listing of the specific certificate requirements. See 2009 Spring/Summer (Preliminary Fall 2009) course schedule for course times and information on registration

## **Computer Support Technician Certificate**

The purpose of this certificate is to prepare the student for an entry level computer support or repair position. They will learn to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and optimization of PC hardware and software. .Computer network and security concepts with be taught, as well as, customer service skills. The core computer courses will map to the latest CompTIA certification objectives.

Core Courses:

BAM College Skills and Portfolio Writing	3
EDP 101 Introduction to Computers and Software	4
COM 111 Business/Technical Communications	4
EDP 117 Visual Basic Programming	3
EDP 221 PC Technician Essentials:	3
EDP 224 PC Repair Technician:	3
EDP 240 Networking Essentials:	3
EDP 246 Computer Security:	3
EDP 270 PC Operating Systems:	3
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Total Core Credits:	29

Elective Courses:

EDP 252 Web Page Design I	3
Or	
EDP 219 Advance Visual Basic Programming	3
Or	
EDP 242 Network Administration (Windows NOS)	3
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Total Certificate Credits	32