

Computer Support Specialist

Diploma - Brainerd Campus

Career Description

Computer Support Specialists help people solve problems with their computer hardware and software. They help coworkers or people who bought their company's products. They troubleshoot the problem to determine whether to make repairs or make changes to the computer setup. Computer Support Specialists may read technical manuals to help determine the problem. They test computers to make sure they work. Computer Support Specialists may help determine a company's computer needs. At larger companies, specialists may teach staff how to use new software. As a Computer Support Specialist working with customers, one may teach customers how to install software or hardware or how to use the software purchased.

Program Information

Computer Support Specialists are in high demand. The Computer Support Specialist Diploma will help prepare graduates by introducing them to a wide variety of subjects in information and emerging technologies that they will encounter in the field. Subjects covered include computer troubleshooting and repair, basic networking, operating systems, supporting common end-user applications, as well as soft skills like oral and written communication and customer service.

This program teaches skills needed to work for companies with small to mid-size help desks or large corporate user support centers.

Instructors are industry certified professionals with years of experience in the classroom and industry.

Certification

This program will help students prepare for the following certifications: Microsoft MCP and MCDST; Comp TIA A+, and others.

Central Lakes College is a VUE Authorized Test Center. All certification exams can be delivered onsite.

Employment Opportunities

The need for qualified IT professionals continues to grow. Computer Support Specialist careers are the fastest growing occupations in Minnesota and across the country.

Career Titles

The studies in this program will help students prepare for careers in computer support, including Computer Support Specialist, Computer Repair Technician, Computer Operator, and Help Desk Worker.



Selected Employers of Recent Graduates

St. Joseph's Medical Center
Smith Medical
State of Minnesota
Lakewood Banks
Hunt Technologies

Selected Job Titles of Recent Graduates

IS Manager
Network Administrator
IT Analyst
Technical Support Rep

Quotes from Students

"CLC will give you the tools to succeed, what you do with them is up to you."

Jeff 2002 graduate

"I had an excellent learning experience at CLC in Brainerd. The Network program got me ready for the real world challenges of today's IS world."

Darby 2000 graduate



Brainerd Campus Admissions Office
501 West College Drive, Brainerd, MN 56401
218.855.8037 or 800.933.0346

www.clcmn.edu

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Diploma Curriculum

Course #	Course Title	Credits
FALL SEMESTER		
COMP 1100	Introduction to Data Communication	2
COMP 1109	Introduction to Operating Systems	3
COMP 1120	Introduction to Computer Applications	3
COMP 1202	Computer User Support	3
COMP 1204	Computer Repair I - A+Hardware	4
COMP 2107	Supporting Client Operating Systems	3
Fall Semester Total		18

SPRING SEMESTER

COMP 1121*	Advanced Computer Applications	3
COMP 1230	Network Essentials	4
COMP 1253	Client Operating Systems Administration	4
COMP 2206*	Computer Repair II - A+Operating Systems	3
Spring Semester Total		14

RECOMMENDED ELECTIVE

COMP 2213*	Computer Careers Internship	1-6
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GRADUATION REQUIREMENT **32**

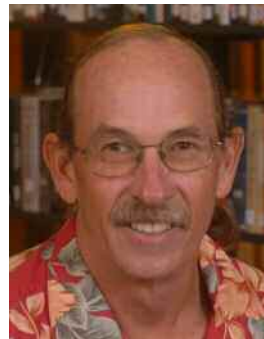
*Denotes Prerequisites or Co-requisites



Chuck Lund

Chuck Lund has a Bachelor's Degree from St. Olaf College and over 10 years experience working in the field of information technology in the Brainerd area. Chuck is currently the owner of a computer consulting business and has been a Computer Technology Instructor at Central Lakes College since 2000. Chuck maintains several industry certifications, including Microsoft and Comp TIA, is a member of several professional organizations and has industry experience in networking and security, hardware repair, maintenance and support, software and operating system support, wireless technologies, project management, and disaster recovery. Hobbies include "anything computers".

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Ron Houle

Ron graduated from Brainerd Community College with an Associate of Arts. He earned his B.A. and M.A. degrees in Business Management from the College of St. Scholastica. Ron holds Microsoft Certified Trainer, Microsoft Certified Systems Engineer, Microsoft Certified Systems Administrator, and Microsoft Certified Desktop Support Technician certifications from Microsoft and is a Certified Novell Administrator and CompTIA Net+ certified. Ron is a published author of an MCDST textbook/manual and a technical editor for books focused on Microsoft system engineering, networking, and administration. Ron has been teaching business management and computer technology for over 15 years.

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Help Desk Specialist Certificate Curriculum

Course #	Course Title	Credits
REQUIRED COURSES		
COMP 2214*	Help Desk Internship I	5
COMP 2216*	Help Desk Internship II	5
Total		10

GRADUATION REQUIREMENT **10**

*Denotes Prerequisites

This program is an advanced internship designed as an add-on to the Computer Support Specialist Diploma. Students must complete at least 540 hours of internship in a work environment comprised of software support, PC repair, training, and general networking support.



Dar Houle

Dar graduated from Brainerd Community College with an Associate of Arts degree. She earned her Bachelor of Arts degree in Organizational Management and Communications from Concordia University in St. Paul, Minnesota. Dar holds Microsoft Certified Trainer, Microsoft Certified Systems Engineer, and Microsoft Certified Systems Administrator certifications from Microsoft and holds Net+ and Security+ certification from CompTIA. Dar was a senior analyst for a technology consulting firm before moving to CLC in the fall of 2000. She has experience in database programming in both PC and mainframe systems.

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