

Computer Information Systems

End User Support Specialist



Business • Management • Marketing • Technology

Career Pathways

The associate of applied science in computer information systems with a program designation of end user support specialist is designed to provide an opportunity for students to acquire skills needed for an entry-level position supporting computer end-users in a business environment. The degree and accompanying certificate focus on the software side of end user support with the opportunity to further enhance skills by choosing other computer classes as electives.

Job opportunities include:

- End user support specialist
- Help desk specialist
- Software support specialist

Credits

Required General Education Courses: 19

ENGL 151 (English Composition I) or ENGL 101 (Written & Oral Communication)	3
ENGL 152 (English Composition II) or ENGL 102 (Business Writing)	3
¹ MATH	3
POLSC 151 (Introduction to Political Science)	3
² Science Elective	4
† CIS 130 (Introduction to Computer Information Systems)	3

Required Core Courses: 28

1st Semester	
† ADMN 102 (Keyboarding)	1
CIS 140 (Help Desk Concepts)	3
2nd Semester	
† CIS 109 (Spreadsheet Software)	3
CIS 142 (Help Desk Troubleshooting)	3
CIS 208 (PC Operating Systems)	3
WPR 102 (Word Processing I)	3
3rd Semester	
CIS 123 (PowerPoint Presentation Software)	3
CIS 209 (Network Concepts)	3
WPR 103 (Advanced Word Processing)	3
4th Semester	
CIS 112 (Database Software)	3

Additional CIS Required Electives 8

(Recommended: PC Support or network specialist Courses)

General Electives 5

Total Credit Hours Required 60

Certificate Program: Help Desk Specialist

This certificate program focuses on office application software and help desk skills that are essential for today's help desk and computer end user support professionals.

Required Courses:

† ADMN 102 (Keyboarding)	1
† CIS 109 (Spreadsheet Software)	3
CIS 112 (Database Software)	3
CIS 123 (PowerPoint Presentation Software)	3
† CIS 130 (Introduction to Computer Information Systems)	3
CIS 140 (Help Desk Concepts)	3
CIS 142 (Help Desk Troubleshooting)	3
CIS 208 (PC Operating Systems)	3
CIS 209 (Network Concepts)	3
WPR 102 (Word Processing I)	3
WPR 103 (Advanced Word Processing)	3

Total Certificate Requirements 31

*To earn the PC support technician certificate in addition to the AAS in end user support specialist, take CIS 132 and CIS 220 as additional CIS required electives.

*To earn the network software administration specialist certificate in addition to the AAS in end user support specialist, take CIS 132, CIS 150 or CIS 152, CIS 216, CIS 228, CIS 230, CIS 234 and CIS 276 as electives.

† Tech Prep course. See page 14.

¹† BSMTH 101 (Business Mathematics), †MATH 121 (Technical Mathematics), MATH 150 or higher. It is suggested that math be taken in the first semester.

² See the science alternatives listed on page 38.