

# COMPUTER INFORMATION SYSTEMS PC SUPPORT TECHNICIAN

**Business Division**

**2019-2020**

The associate of applied science degree with specialization as a PC support technician is designed to train students in PC hardware maintenance and various PC operating systems.

**Career Opportunities**

Graduates of this program will potentially be prepared for entry-level employment as:

- Computer support specialists
- Computer user support specialists
- Hardware support specialists
- Network support specialists
- Software support specialists

For more information, please visit <http://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm> on the Bureau of Labor Statistics website.

**Transfer Information**

For information regarding transfer opportunities for this or any program, please visit the Transfer section of the MCCC website.

**Note:** The following codes identify courses that satisfy MCCC's General Education Requirements:

- (C1) GE Natural Sciences Competency
- (C2) GE Mathematics Competency
- (C3) GE Writing Competency
- (C4) GE Computer Literacy Competency
- (C5) GE Human Experience Competency
- (C6) GE Social Systems Competency

<b>Required General Education Courses</b>	<b>Credits</b>
<b>19-20</b>	
C1 Natural Science Competency . . . . .	4
C2 Mathematics Competency* . . . . .	3 or 4
C3 ENGL 151 (English Composition I) . . . . .	3
C4 CIS 130 (Introduction to Computer Information Systems) . . . . .	3
C5 Expressions of the Human Experience Competency . . . . .	3
C6 Social Systems Competency . . . . .	3

\* **MATH 126 (Mathematics for Business)** is recommended for students whose goal is to complete the AAS degree and seek employment. **MATH 151 (Intermediate Algebra)** or higher is recommended for students interested in transferring.

See the General Education Requirements on the MCCC website for a list of courses that satisfy the General Education Learning Competencies.



<b>Required CIS Core Courses</b>	<b>Credits</b>
<b>13</b>	
CIS 130 (Introduction to Computer Information Systems) . . . . .	C4
CIS 208 (PC Operating Systems) . . . . .	3
CIS 209 (Network Concepts) . . . . .	3
CIS 220 (Hardware Maintenance) . . . . .	4
IAS 103 (Information Security Principles) . . . . .	3

<b>PC Support Technician Concentration</b>	<b>18-19</b>
CIS 109 (Spreadsheet Software) . . . . .	3
CIS 135** (Scripted Language Programming) or CIS 150 (Computer Science I) . . . . .	3-4
CIS 140 (Help Desk Concepts) . . . . .	3
CIS 205 (Systems Analysis & Design) . . . . .	3
ELEC 125 (Fundamentals of Electricity) . . . . .	3
IAS 105 (Computing and Social Responsibility) . . . . .	3

\*\* CIS 135 (Scripting Language Programming) is recommended for students whose goal is to complete the AAS degree and seek employment. CIS 150 (Computer Science I) or higher is recommended for students interested in transferring.

<b>General Electives Courses</b>	<b>8-10</b>
<i>(as required to complete 60 credits)</i>	

<b>Total Degree Requirements</b>	<b>60 credits</b>
<b>Total Degree Cost</b>	<b>61 minimum billable contact hours</b>

## Certificate Program: PC Support Technician

This certificate program focuses on knowledge and skills that are essential for today's computer technicians.

<b>Required Courses</b>	<b>Credits</b>
CIS 130 (Introduction to Computer Information Systems) . . .	3
CIS 135** (Scripted Language Programming) or CIS 150 (Computer Science I) . . . . .	3-4
CIS 140 (Help Desk Concepts) . . . . .	3
CIS 208 (PC Operating Systems) . . . . .	3
CIS 209 (Network Concepts) . . . . .	3
CIS 220 (Hardware Maintenance) . . . . .	4
IAS 103 (Information Security Principles) . . . . .	3
IAS 105 (Everyday Computing and Social Responsibility) . . .	3

**Total Certificate Requirements    25-26 credits**  
**Total Certificate Cost        25-26 minimum billable contact hours**



Monroe County Community College is an equal opportunity institution and adheres to a policy that no qualified person shall be discriminated against because of race, color, religion, national origin or ancestry, age, gender, marital status, disability, genetic information, sexual orientation, gender identity/expression, height, weight or veteran's status in any program or activity for which it is responsible. If you have a disability and need special accommodations, please contact the Learning Assistance Laboratory at least 10 business days prior to the first class session to schedule an appointment to begin the accommodation process. The LAL phone number is 734.384.4167.

Monroe County Community College is accredited by the Higher Learning Commission.  
[www.hlcommission.org](http://www.hlcommission.org) / (800) 621-7440

Information contained within this document is subject to change. Every effort has been made to insure the information in this program sheet is accurate at the time of publication. This program sheet may not be considered as an agreement or contract.

### Main Campus

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 734-242-7300 / 1-877-YES-MCCC

### Whitman Center

7777 Lewis Avenue  
 Temperance, Michigan 48182  
 734-847-0559



**[www.monroecc.edu](http://www.monroecc.edu) | Admissions and Guidance Office – 734-384-4104**