



Wayne
County
Community
College
District

Computer Information Systems: Computer Support Specialist

PAY

The median annual wage for computer user support specialists was \$52,810 in May 2017.

JOB OUTLOOK

Employment of computer support specialists is projected to grow 11 percent from 2016 to 2026, faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software.

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, April 2018, Computer Support Specialists, on the Internet at <http://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm>

ABOUT THE PROGRAM

The Computer Information Systems Computer Support Specialist Short-Term Certificate program is designed to provide a solid foundation in the fundamental skills that are generally required to analyze system requirements and design solutions or to support and manage the application of technology resources. Degree concentrations include core courses of information systems fundamentals, database systems, networking, web systems and software development.



Students are also prepared to interface with users and functions as an integral part of an IT support team.

WHAT DO COMPUTER SUPPORT SPECIALISTS DO?

Computer support specialists provide help and advice to people and organizations using computer software or equipment. Some, called technical support specialists, support information technology (IT) employees within their organization. Others, called help-desk technicians, assist non-IT users who are having computer problems.

WHERE DO THEY WORK?

Computer support specialists work in many different industries, including IT, education, finance, health care, and telecommunication.



Recommended Sequence of Courses

Computer Support Specialist: Short-Term Certificate

CR. No.	COURSE TITLE	CREDITS
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SEMESTER 1

CIS 210	Introduction to Operating Systems	3
CIS 240	Networking Essentials	3
CT 210	Comp TIA A+	6
CT 211	Computer Networking I	4
SEMESTER TOTAL		16

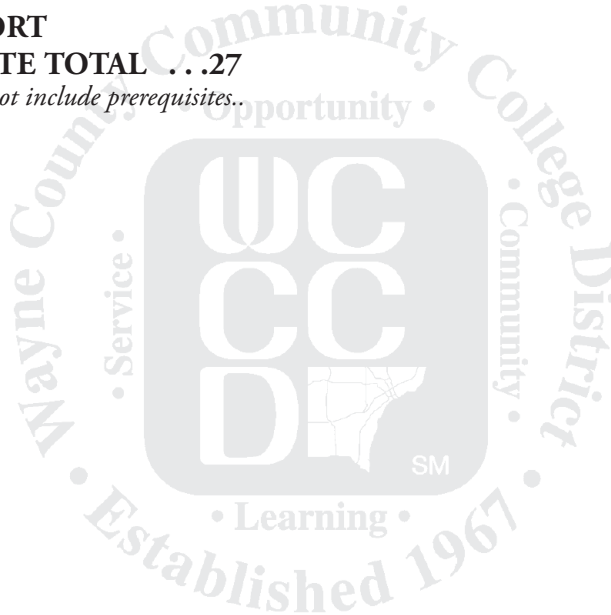
SEMESTER 2

CIS 212	Linux	4
CIS 245	Wireless Networking	3
CIS 248	Computer Support	4
SEMESTER TOTAL		11

CIS: COMPUTER SUPPORT

SPECIALIST CERTIFICATE TOTAL . . . 27

Note: Certificate total hours may not include prerequisites.



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