



Information Technology Desktop Support

Associate in Applied Science Degree (92-98 credits)

Advisors:
Ellen Reich
(360) 596-5277
ereich@spscc.ctc.edu

Michael Jameson
(360) 596-5420
mjameson@spscc.ctc.edu

PROGRAM DESCRIPTION: The Information Technology Desktop Support program is designed for persons interested in working with end users of desktop technology. The continuing advancement of technology and automation of organizations, offices and functional areas creates a demand for skilled technicians who can provide immediate support for computer applications, communications, and common business-oriented software.

Information Technology Desktop Support duties include: software and hardware trouble shooting; installation and configuration; direct user support, individual and group training situations; special applications development; macro development; and confirmation of user, workgroup, and information system needs.

CAREER OPPORTUNITIES: Job opportunities span small businesses, large organizations, and international settings in both public and private sectors. Students who earn their AAS degree in Information Technology Desktop Support will be exposed to current tools and techniques for implementing solutions for the user of desktop technology.

PROGRAM OUTCOMES: South Puget Sound Community College believes that all students need to develop a broad range of abilities that will not only make them more effective in their professional pursuits but will enhance their capacity to relate well to others in their daily lives. Therefore, students who complete an AAS in Information Technology Desktop Support will:

- Demonstrate the following skill standards:
 - Perform workstation configuration, upgrades, and software installations;
 - Analyze technical problems and research solutions;
 - Document, communicate, and resolve customer issues;
 - Recognize customer needs and prepare them for office suite applications and other resources.
- Communicate effectively.
- Think logically and critically.
- Evaluate and process quantitative and symbolic data.
- Understand themselves in relation to others in a multicultural world.
- Understand ethical responsibilities and consequences.

PROGRAM REQUIREMENTS: An Associate in Applied Science degree will be awarded upon successful completion of a minimum of 90 credits in courses numbered 100 or above. All core and general education list requirements must be met. Based on placement testing, basic skills and/or pre-college English, Reading, or Math may be required (ENGL 097, READ 097 & MATH 090). Deficiencies must be completed prior to graduation; however, students are strongly encouraged to enroll at the beginning of their education. If basic skills courses are required, the credits will be in addition to the credit hours required for program completion.

Cooperative Work Experience/Internships: Cooperative Work Experience is the internship program at South Puget Sound Community College and offers students an opportunity to receive college credit for paid or unpaid work experience related to their educational goals. This program gives students an opportunity to apply their skills while still in college. For more information or for an appointment, contact the Cooperative Work Experience/Internship office at (360) 596-5359 (Bldg 25-129A) or at <http://www.spscc.ctc.edu/internship/>

DIVERSITY REQUIREMENT: South Puget Sound Community College requires all new students seeking an Associate Degree to complete a "diversity" course which meets the college criteria for listing as a diversity course and has been approved for such listing by the college Instructional Council prior to the student enrolling in the class.

OFFICE OF CIVIL RIGHTS COMPLIANCE STATEMENT: South Puget Sound Community College's equal opportunity policy prohibits discrimination in our services and in employment against any person on the basis of race or ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, Vietnam-era or disabled veteran status, or the presence of any sensory, physical or mental disability except in the case of a bona fide occupation qualification. South Puget Sound Community College is an equal opportunity/affirmative action employer and complies with the Americans with Disabilities Act (ADA).

