

CITY - DESKTOP SUPPORT TECHNICIAN I - CERTIFICATE OF PERFORMANCE

PROPOSAL INFORMATION

Action Proposed:Program Revision

Proposal Originator:David Kennemer

Origination Date:04/25/2017

Proposed Start:Fall 2018

Need for Proposal:

Remove INWT 110 from Major Courses - course deactivated

Add INWT 111 to Major Courses

Update award and program descriptions

Change award title to show sequence

PROGRAM & AWARD INFORMATION

Award Description:

Program Description:

The Internet Networking Web Technologies (INWT) program at San Diego City College strongly advocates for the inclusion of a Certificate of Performance in Desktop Support Technician I, under the umbrella of the Computer and Information Sciences Department. As part of our college mission, we seek to prepare students for entry-level employment in high-demand Career Technical (CTE) fields, such as Desktop Support. To this end, the INWT program has designed the Desktop Support Technician I Certificate of Performance to provide students with practical, career-oriented skills in professional desktop support using current industry technologies. Students receive hands-on experience in operating systems fundamentals as well as Windows specific instruction in installation.

Program Goals:

Upon successful completion of the Certificate of Performance in Desktop Support Technician I, students will be able to: install, configure, and troubleshoot different operating systems, including the Windows operating system; and configure, set up and manage an office network.

Program Emphasis:

The Certificate of Performance in Desktop Support Technician I is designed to prepare students for employment in the Information Technology field in Business, Computer Information Systems, Information Technology, Electronics, or Computer and Information Science. This Certificate of Performance is followed by the Certificate of Achievement in Desktop Support Technician II, which is an award that offers students an introductory survey of operating systems and desktop support technician skillset, as well as Windows specific instruction in installation, file management, storage configuration and troubleshooting, and network configuration, management and security.

Career Options:

After successful completion of the Certificate of Performance in Desktop Support Technician I, students are prepared for employment as Computer Support Specialists. Careers in the Information Technology field include: computer consultant, help desk technician, and sales specialist in computer hardware and software.

COURSES REQUIRED FOR THE MAJOR:

UNITS

INWT 100	A+ Certification Training *Active*	4
INWT 111	Windows Desktop Professional *Active*	3

Total Units

7

DATES & CODES

CIC Approval: 11/09/2017

Board Approval: 12/14/2017

State Approval:

TOP Code: 0708.00

State Approval (Unique) Code:

Subject Area: Information, Network, and Web
Technologies

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Program Area: Computer Information
Systems

Program ID: 3430