

CITY - DESKTOP SUPPORT TECHNICIAN II - CERTIFICATE OF ACHIEVEMENT

PROPOSAL INFORMATION

Action Proposed:Program Revision

Proposal Originator:David Kennemer

Origination Date:05/10/2017

Proposed Start:Fall 2018

Need for Proposal:

Remove INWT 110 for Major Courses - course deactivated

Add INWT 111 to Major Courses

Update program and award information

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 Achievement in Desktop Support Technician II, 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 II Certificate of Achievement 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, file management, storage configuration and troubleshooting, and network configuration, management and security.

Program Goals:

Upon successful completion of the Certificate of Achievement in Desktop Support Technician II, students will be able to: install, configure, and troubleshoot different operating systems, including the Windows operating system; configure, set up and manage an office network; and select, set up and manage a network security system for work environments.

Program Emphasis:

The Certificate of Achievement in Desktop Support Technician II 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 Achievement follows the existing Certificate of Performance in Desktop Support Technician, which is a campus-based award that offers students an introductory survey of operating systems and desktop support technician skillset.

Career Options:

After successful completion of the Certificate of Achievement in Desktop Support Technician II, students are prepared for employment as Computer Support Specialists. Careers in the Information Technology field include: computer consultant, help desk technician, instructional lab technician, sales specialist in computer hardware and software, support technician, computer assembler, systems integrator, network administrator, network specialist, systems engineer, systems administrator, database professionals, and web designers.

The Certificate of Achievement is often used by students who already have Associate or Bachelor's Degrees who want to change careers or enhance their skills. The Certificate of Achievement in Desktop Support II is ideal for students seeking to be trained in a field different from their previous work experience, and offers an affordable alternative to more costly private college and university programs in this field of study.

COURSES REQUIRED FOR THE MAJOR:**UNITS**

INWT 100	A+ Certification Training *Active*	4
INWT 111	Windows Desktop Professional *Active*	3
INWT 120	Network+ Certification Training *Active*	4
INWT 140	Security+ Certification Training *Active*	3
INWT 145	Linux+ Certification Training *Active*	4

Total Units
18**DATES & CODES****CIC Approval: 12/14/2017****Board Approval: 01/25/2018****State Approval: 05/23/2018****TOP Code: 0708.00****State Approval (Unique) Code: 35589**Subject Area: Information, Network, and Web
Technologies

Report Run: 10/29/2020 1:12 PM

Program Area: Computer Information
Systems

Program ID: 3440