

COMPUTER SUPPORT SPECIALIST - INTERMEDIATE TECHNICAL CERTIFICATE (ITC)

Explore More About This Program: <https://cwi.edu/program/computer-support-specialist>

Certificate Requirements

Course	Course Title	Min Credits
General Education Requirements		
<i>Complete one of the following courses to fulfill the GEM 1 or GEM 2 requirement:</i>		
Select one of the following:		3
GEM 1 - Written Communication course		
GEM 2 - Oral Communication course		
<i>Complete the following course to fulfill the GEM 3 requirement:</i>		
GEM 3 - Mathematical Ways of Knowing course		3
<i>Complete the following course to fulfill the GEM 6 requirement:</i>		
GEM 6 - Social & Behavioral Ways of Knowing course		3
Major Requirements		
CSSP 103	Customer Service for Help Desk	2
CSSP 104	Technical Fundamentals	4
CSSP 106	Survey of Peripheral Technologies	4
CSSP 108	Advanced Peripheral Technologies	4
CSSP 109	Computer Essentials 1	4
CSSP 111	Computer Essentials 2	4
CSSP 114	PC Security and Troubleshooting	4
Minimum Credit Hours Required		35

Gainful Employment: For more information about our graduation rates, the median debt of students who have completed the program, and other important information, please visit our website at cwidaho.cc/ge (<https://cwidaho.cc/ge>).

Plan of Study Guide

Below is the required sequence of courses that you need to take in order to complete your program requirements. Please register for each semester as shown below using the Student Planning tool in myCWI. Consult your Student Success Advisor for any questions regarding this course sequence plan.

First Year

Fall		Credit Hours
CSSP 103	Customer Service for Help Desk	2
CSSP 104	Technical Fundamentals	4
CSSP 106	Survey of Peripheral Technologies	4
CSSP 108	Advanced Peripheral Technologies	4
Select one of the following:		3
GEM 1 - Written Communication course		
GEM 2 - Oral Communication course		
Total Semester Credit Hours		17
Spring		
CSSP 109	Computer Essentials 1	4
CSSP 111	Computer Essentials 2	4
CSSP 114	PC Security and Troubleshooting	4

GEM 3 - Mathematical Ways of Knowing course	3
GEM 6 - Social & Behavioral Ways of Knowing course	3
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Total Semester Credit Hours	18
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Minimum Credit Hours Required	35

Program Outcomes

The following are student learning outcomes for the Intermediate Technical Certificate in Computer Support Specialist at CWI:

1. Graduates will demonstrate service call procedural skills.
2. Graduates will demonstrate the ability to read and complete complex instructions.
3. Graduates will demonstrate entry-level electrical, mechanical, and software troubleshooting skills on computers and peripherals devices.
4. Graduates will demonstrate entry-level network troubleshooting skills.
5. Graduates will demonstrate and practice high voltage, low voltage, and electrostatic discharge (ESD) safety skills.
6. Graduates will install, utilize, and update computer and peripheral software.
7. Graduates will take industry-recognized Microsoft Security Fundamentals certification exam.
8. Graduates will demonstrate entry-level computer and network security skills.