

COMPUTER SUPPORT SPECIALIST

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

Program Description

The Computer Support Specialist program provides knowledge and skills necessary to support desktop computers, home office and small business wired and wireless networks, and printing/document imaging devices including printers, copiers, scanners, and multifunctional devices.

This program will develop a technician's understanding of electrical and mechanical components and industry tools, as well as computer hardware and software and networking functions, plus an introduction to Virtualization. The Computer Support Specialist program also covers soft skills such as customer service and professionalism, and provides the skills needed for the CompTIA A+, PDI+, Network+, and Security + certifications. Upon completion of the full program, students will have taken their CompTIA A+ and Security+ certification exams.

Understanding of computer technology, Internet navigation, email, Windows operating system features, and file management is essential for success in the Computer Support Specialist program. If a student is concerned that their basic computer skills are not competent, it is highly recommended that they speak with the Department Chair.

Students in the Computer Support Specialist program must have a criminal background check at their own expense before starting the program. Please see the program web page (<https://cwidaho.cc/program/computer-support-specialist>) to obtain more information.

Note: Registrations for Computer Support Specialist courses are restricted to students within the major.

Degrees and Certificates

- Computer Support Specialist - Associate of Applied Science Degree (AAS)
- Computer Support Specialist - Advanced Technical Certificate (ATC)
- Computer Support Specialist - Intermediate Technical Certificate (ITC)