

## Computer Hardware and Desktop Support

Contact: [Randy Larson](#) (623)-935-8077

Award Type: **Certificate of Completion**

Effective First Year/Term: 2001 Fall

Overall G.P.A.: 2.00

Initiating College: **Chandler-Gilbert Community College**

Program Availability: Shared by: CGCC, EMCC, GWCC, MCC, PC, SCC

Total Credits: 16-20

Major Code: **5026**

CIPS Code: 47.01.04

Faculty Initiator:

Instructional Council: Computer Information Systems (12)

Development Date:

District Curriculum Committee Online Agenda Date:

MCCCD Governing Board Approval Date: 4-24-01

**Description:** The Certificate of Completion in Computer Hardware and Desktop Support is designed to provide training to work in an entry-level computer maintenance and help-desk position. Students will be provided the opportunity to apply technical concepts, fundamentals, and interpersonal skills in a help-desk environment through an internship.

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### Program Notes:

+ indicates course has prerequisites and/or corequisites.

Students must earn a grade of "C" or better in all courses within the program.

### Program Prerequisite: None

### Required Courses: Credits: 16-20

BPC110	Computer Usage and Applications (3) OR	
CIS105	Survey of Computer Information Systems (3)	3
BPC/CIS121AB	MS-DOS Operating System	1
+ BPC170	Computer Maintenance I: A+ Prep	3
+ BPC171	Recycling Used Computer Technology	1
+ BPC270	Microcomputer Maintenance II	3
CIS102	Customer Service/Technical Support	1
+ CIS190	Introduction to Local Area Networks (3) OR	
CNT140	Cisco Networking Basics (4) OR	
MST140	Microsoft Networking Essentials (3)	3-4
+ CIS290AA	Computer Information Systems Internship (1) OR	
+ CIS290AB	Computer Information Systems Internship (2) OR	
+ CIS290AC	Computer Information Systems Internship (3) OR	
+ CIS296W+	Cooperative Education (Any CIS296WA-WD module.) (1-4)	1-4

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### **Program Competencies**

1. Use word processing, spreadsheet, and database software to become familiar with end-user applications. (BPC110, CIS105)
2. Use of the MS-DOS operating system: basic concepts, internal and external commands, subdirectories, and editor. (BPC/CIS121AB)
3. Install, customize, and troubleshoot problems with various hardware/software configurations. (BPC170)
4. Apply hardware maintenance knowledge and skills to refurbish used computers. (BPC171)
5. Utilize diagnostic software and utility tools to maintain and service microcomputers. (BPC270)
6. Develop oral and listening communication skills to be implemented in a help-desk environment. (CIS102)
7. Analyze network topologies, IP addressing , and basic network design. (CIS190, CNT140, MST140)
8. Gain work experience in business or industry. (CIS290AA, CIS290AB, CIS290AC, CIS296W+)

Modified by R. Larson 11/29/2006 8:52 AM