

## Microsoft Product Specialist

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

Award Type: **Certificate of Completion**

Effective First Year/Term: 2004 Fall

Overall G.P.A.: 2.00

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

Program Availability: Shared by: CGCC, EMCC, GCC, GWCC, PC (Mor), PVCC, RSC (Mor), SCC

Total Credits: 14-15

Major Code: **5841**

Faculty Initiator: Deidre Grafel

CIPS Code: 11.10.99

Instructional Council: Computer Information Systems (12)

Development Date: 3-10-04

District Curriculum Committee Online Agenda Date: 4-26-04 to 4-29-04

MCCCD Governing Board Approval Date: 6-22-04

**Description:** The Certificate of Completion (CCL) in Microsoft Product Specialist provides training for an entry-level position working with Windows networks. Knowledge and skills are developed to install, configure, customize, optimize, and troubleshoot Windows servers and Windows client workstations. The courses in the program also help to prepare for Microsoft Certified Product Specialist (MCP), Microsoft Certified Systems Administrator (MCSA), and Microsoft Certified Systems Engineer (MSCE) examinations. The curriculum is taught by Microsoft Certified Professionals.

### Program Notes:

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

+ indicates course has prerequisites and/or corequisites.

++ indicates any module

### Admission Criteria: None

### Program Prerequisites: Credits: 3

CIS105	Survey of Computer Information Systems (3) OR Permission of Department or Division	3
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### Required Courses: Credits: 14-15

BPC/CIS121AB	MS-DOS Operating System	1
+ BPC170	Computer Maintenance I: A+ Prep	3
+ CIS190	Introduction to Local Area Networks (3) OR	
CNT140	Cisco Networking Basics (4) OR	
MST140	Microsoft Networking Essentials (3)	3-4
MST150++	Any MST150 course	3
+ MST152++	Any MST152 course	4

### Restricted Electives: None

### Free Electives: None

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### **Program Competencies**

1. Implement DOS commands and functions. (BPC/CIS121AB)
2. Identify basic personal computer architecture and components. (BPC170)
3. Troubleshoot problems with various common hardware and software configurations. (BPC170)
4. Analyze local area network LAN topologies and communication standards. (CIS190, CNT140, MST140)
5. Identify the hardware and software components of a local area network. (CIS190, CNT140, MST140)
6. Create and manage user and group accounts. (CIS190, CNT140, MST140, MST150++)
7. Implement and troubleshoot network printers. (MST150++)
8. Secure network resources with share permissions and New Technology File System (NTFS) permissions. (MST150++)
9. Install, configure, and optimize Windows network operating system. (MST150++, MST152++)
10. Monitor network resources and events. (MST152++)

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