Department:

Computer Support Technology

Course Description:

This course is designed for second-year students who are enrolled in the Computer Support Technology and/or the A.A.S. Degree Program. The course will provide advanced classroom instruction as well as practical experience with service calls and help desk situations. Students will be repairing PCs and resolving networking problems during class time, working directly with instructors and students from other departments on campus. The course will also cover advanced techniques to develop and improve workplace skills.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Obtain information from clients in order to complete work orders.
2. Complete a work order.
3. Use appropriate communication skills with a client.
4. Seek and obtain help with on-line tech support.
5. Prioritize work orders to meet the work schedule.
6. Exercise communication skills in dealing with a difficult customer.
7. Explain the need for effective problem solving skills.
8. Demonstrate the process of systematic troubleshooting.
9. Explain and demonstrate the checkpoints needed to close out a service call.
10. Dress appropriately for the work environment.
11. Explain the value of and demonstrate an appropriate work ethic.
12. Be prepared for a variety of job situations.
13. Use time management skills.
14. Work as a team member.

Course Content:

A. Introduction to the Help Desk
B. Organization and People
C. Receiving the Incident
D. Processing and Resolving the Incident
E. Computer Telephony Integration
F. Web-Based Support
G. Performance Management
H. Knowledge Management
I. Asset and Security Management
J. Help Desk Survival Guide

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Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. Exams may be in the objective or problem solving format.

Instructional Materials:

ISBN: 9780078216770

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students must complete the “Disabilities Self-Identification Form” at this link: https://highlandcc.edu/pages/disability-services.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.