

Computer Support Technician Career Pathway Certificate

Less-Than-One-Year Certificate of Completion

The Computer Support Technician Career Pathway Certificate provides students the basic knowledge and skills needed to work with an information system. Students who complete this program will have a strong foundation in computer hardware, software, and networks. The curriculum allows students to acquire hands-on experience working with information system components in a lab setting as well as study information system concepts in a classroom setting.

This certificate is beneficial for students who are new to information system technology and are looking for an entry point for acquiring computer support technology training. Those who are currently in a non-technology career may find this credential optimal for cross training into information system technology and, thereby, gain a competitive advantage when applying for positions in a wide variety careers, including those with small businesses.

Program Learning Outcomes

Upon successful completion of the certificate, students will be able to:

- Apply the common network protocols, standards, and the fundamentals of IP addressing.
- Demonstrate how to connect network hardware and configure network software in a server system.
- Demonstrate how to configure a wireless network.
- Demonstrate workplace safety and hardware handling procedures.
- Identify, test, and install PC hardware components.
- Demonstrate the procedures for installing, configuring, and backing up software.
- Demonstrate the ability to communicate with nontechnical end users and provide a high level of customer service.

Program Requirements

Number of credit hours necessary for completion: **16**

Technical Core

- [CIS 145 - Hardware Installation Support](#) **3.00 credits**
 - [CIS 145L - Hardware Installation Support Lab](#) **1.00 credits**
 - [CIS 146 - Software Installation Support](#) **3.00 credits**
 - [CIS 146L - Software Installation Support Lab](#) **1.00 credits**
 - [CIS 151 - Network I](#) **3.00 credits**
 - [CIS 151L - Network I Lab](#) **1.00 credits**
 - [CIS 152 - Network II](#) **3.00 credits**
 - [CIS 152L - Network II Lab](#) **1.00 credits**
-



KLAMATH COMMUNITY COLLEGE

Computer Support Technician Career Pathway Certificate

Fall Term 2021

On Campus Courses

CGS100.03	College Survival & Success	MWF	1:00 - 1:50
CAS133.02	Intro to Computing Skills Lecture	M, W	2:00 - 3:20
CAS133L.02	Intro to Computing Skills Lab	T, R	2:00 - 3:20
CIS145.01	Hardware Installation Support	M, W, F	11:00 - 11:50
CIS145L.01	Hardware Installation Support Lab (Prerequisite for CIS146)	M, W, F	12:00 - 12:50
CIS151.01	Network I	M, W, F	10:00 - 10:50
CIS151L.01	Network I Lab (Prerequisite for CIS152)	T, R	10:00 - 11:20

Online Courses

CGS100.01DE	College Survival & Success
CAS133.01DE	Intro to Computing Skills Lecture
CAS133L.01DE	Intro to Computing Skills Lab



KLAMATH COMMUNITY COLLEGE

Computer Support Technician Career Pathway Certificate

Winter Term 2022

On Campus Courses

CIS146.01	Software Installation Support	M. W. F	11:00 – 11:50
CIS146L.01	Software Installation Support Lab	M, W, F	12:00 – 12:50
CIS152.01	Network II	M, W, F	10:00 – 10:50
CIS152L.01	Network II Lab	T, R	10:00 – 11:20



KLAMATH COMMUNITY COLLEGE

Computer Support Technician Career Pathway Certificate

Spring Term 2022

All Courses were available for Fall and Winter Terms