CIS Tech Support / Help Desk (010A)

THE STUDENT CIS SHALL BE ABLE TO:	CIS148	CIS174	CIS178	CIS179	CIS180	CIS181	CIS185	CIS195	CIS212	CIS246	CIS275	EET256	MGMT213	NETW101	CISC 106	NETW182	NETW188	NETW271	OAT128	OAT165	OAT175	OAT180	OAT185	CIS 297
Assist computer users with office productivity software.	I	I					I												R	R	R	R	R	R
Assist computer users with operating system software.						I	I									R								R
Assist computer users in accessing local and network resources.			R				I							R	R		R	R						R
Support computer users using techniques that include telephone etiquette, active listening, questioning, assertiveness and empathy				I																				R
Install and configure hardware and software.			R		I			I	I		I	R												R
Communicate fluently about technical support related topics with technical and non-technical audiences.				I			I			R			R											R
Think critically about computer related issues and respond creatively to computer user challenges.				I			I			R			R											R
Articulate the value of computer support services and how the community can benefit from them.				I			I			R			R											R
Submitted by: Tim Brown																								
Division: Business																								
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