

# **Computer Information Systems Tech Support/Help Desk Option (010A)**

## **Mission Statement**

The Computer Information Systems Tech Support/Help Desk Option at Southwestern Illinois College provides students with the knowledge and skills required to troubleshoot hardware and software problems in the work environment. The program promotes lifelong learning and continually assesses student learning, making necessary modifications in teaching as indicated to best prepare students for this career.

## **Educational Goals**

The Tech Support/Help Desk degree at Southwestern Illinois College will graduate students that can:

1. Identify and demonstrate use of information terminology and tools
2. Master and apply the following concepts:
  - Install and configure hardware and software
  - Demonstrate customer service techniques such as telephone etiquette, active listening, questioning, assertiveness and empathy
  - Describe security requirements for physical and access control
  - Identify how to formulate a plan for data backup and recovery
  - Demonstrate ability to manage and track PC hardware and software inventory levels
  - Demonstrate the ability to use office productivity software

Reviewed: 04/17/2007

Division: Business

Submitted by: Diane DiTucci

Status: Accepted