## PROGRAM OVERVIEW

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Technology 226  
301-784-5308

Technical Support and Help Desk operations are an important part of computer operations in almost every company and organization today. Students will examine general technical support concepts, responsibilities and customer service skills. Students will troubleshoot, analyze, identify and diagnose errors, using established processes and procedures.

Successful completion of this program qualifies a student to apply for an Associate of Applied Science degree in Computer Technology - Area of Concentration in Technical Support.

## COURSE REQUIREMENTS

### REQUIRED COMPUTER TECHNOLOGY COURSES

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
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<tbody>
<tr>
<td>COMP-101</td>
<td>Computer Literacy</td>
</tr>
<tr>
<td>COMP-103</td>
<td>Computer Logic</td>
</tr>
<tr>
<td>COMP-107</td>
<td>Introduction to Cybersecurity</td>
</tr>
<tr>
<td>COMP-114</td>
<td>Mobile Application Development</td>
</tr>
<tr>
<td>COMP-191</td>
<td>Web Page Development</td>
</tr>
<tr>
<td>COMP-224</td>
<td>Advanced Web Page Development</td>
</tr>
<tr>
<td>COMP-225</td>
<td>Introduction to Networking</td>
</tr>
<tr>
<td>COMP-229</td>
<td>Database Design and Implementation</td>
</tr>
<tr>
<td>COMP-234</td>
<td>Computer Science Programming I</td>
</tr>
<tr>
<td>COMP-236</td>
<td>Web Programming</td>
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<tr>
<td>COMP-241</td>
<td>Python Programming I</td>
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</tbody>
</table>

### REQUIRED GENERAL COURSES

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
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<tbody>
<tr>
<td>BUAD-101 or BUAD-104</td>
<td>Introduction to Business or Sales and Customer Service</td>
</tr>
<tr>
<td>ENG-101</td>
<td>Freshman English I</td>
</tr>
<tr>
<td>ENG-112</td>
<td>Business and Technical Communication</td>
</tr>
<tr>
<td>SPCH-101</td>
<td>Speech Communication</td>
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### REQUIRED ELECTIVE COURSES

Please consult with your advisor or the Advising Center staff for selecting appropriate elective courses for graduation.

- Computer Technology¹ or Multimedia Technology Elective - 3 credits
- Laboratory Science Elective - 4 credits
- Mathematic Elective - 3 credits
- Social and Behavioral Science Elective - 3 credits

## PROGRAM PATH

### PROGRAMMING

### AREA OF CONCENTRATION
FIRST SEMESTER
Computer Technology 101 (Computer Literacy) 3
Computer Technology 103 (Computer Logic) 4
Computer Technology 107 (Introduction to Cybersecurity) 3
English 101 (Freshman English I) 3
Mathematics Elective 3
Total: 16

SECOND SEMESTER
Computer Technology 219 or 220 (Operating Systems or Linux OS) 3
Computer Technology 221 (Office Applications I) 3
Computer Technology 225 (Introduction to Networking) 3
English 112 (Business and Technical Communications) 3
Social and Behavioral Science Elective 3
Total: 15

THIRD SEMESTER
Computer Technology 109 (Emerging Technologies) 3
Computer Technology 180 (PC Architecture) 3
Computer Technology 239 (Cisco Networking 2) 3
Computer Technology 200-Level Elective 3
Speech 101 (Speech Communication) 3
Total: 15

FOURTH SEMESTER
Business Administration 101 or 104 (Introduction to Business or Sales and Customer Service) 3
Computer Technology 288 (A+ Certification Exam Review) 1
Computer Technology Electives 6
Laboratory Science Elective 4
Total: 14

Total Credit Hours: 60

*Computer Technology 240 (Field Placement) can be used as a computer technology elective or substituted for any required 200-level computer technology course in the technical support area of concentration.

NOTE: All courses specifically identified by course number are graduation requirements for this program.