

Computer Support Specialist Course Descriptions

BADM 240: Sales and Customer Service (3)

Prerequisite: None

A course in the principles, psychology and the human relations of selling and customer service as it applies to small business. Students explore the steps of a sale, handling objections, product knowledge, investigating competition and closing the sale. Integration of training will be provided in meeting customer wants and needs, providing superior customer service, handling difficult customers and building permanent customer relations.

BOTE 106: Windows Operating Systems (3)

Prerequisite: None

The course's primary focus is to teach the student through "hands-on" instruction a solid working knowledge of Windows Operating System. Students are exposed to the different versions of operating systems. The materials cover fundamental Windows concepts, techniques, terminology and standard operating procedures.

BOTE 224: E-Business (3)

Prerequisite: None

This course covers standards, technologies and practices for both business-to-business and business-to-consumer e-commerce models. Students will learn the concepts involved with designing and implementing ecommerce-driven web sites.

CIS 176: Job Preparation (1)

Prerequisite: None

This course is designed to equip student with job search procedures, resume writing, cover letter, interviewing skills and various job applications.

CIS 180: Creating Web Pages (3)

Prerequisite: None

The learner will create and manage their own Web pages using Hypertext Markup Language (HTML), Extensible HTML (XHTML), and Cascading Style Sheets (CSS). The learner will write code manually, as well as use graphical user interface (GUI) authoring tools. The learner will further develop the importance of marketing and implementing fundamental design concepts along with validating their HTML or XHTML code. Other concepts covered include the tasks involved in various information technology (IT) job roles, Internet connection methods, Internet protocols, the Domain Name System (DNS), URLs, customization of Web browsers, plug-ins, e-mail, search engines, security, and project management.

CIS 181: Creating Web Pages II (3)

Prerequisite: CIS 180

This class will teach students how to use various programming tools to enhance a web site. Included in the list of tools are: Netscape Composer, Adobe Photoshop, Dream Weaver, and Fireworks.

CIS 215: Implementing A Microsoft Windows Server Environment (3)

Prerequisite: CIS 212

This course introduces the learner to the Microsoft Windows Server and the networking technologies it supports. The learner will become familiar with networking and operating system concepts and the common tasks required to administer and support the Microsoft Windows operating system in a network environment.

CIS 216: Implementing a Microsoft Windows Network Infrastructure (3)

Prerequisite: CIS 215

This course is for professionals who will be responsible for configuring, managing, and troubleshooting a network infrastructure that uses the Microsoft Windows Server products. These tasks include implementing routing; implementing, managing, and maintaining Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), and Windows Internet Name Service (WINS); and implementing a network access infrastructure by configuring the connections for remote access clients.

CIS 217: Implementing & Managing Microsoft Exchange Server (3)

Prerequisite: CIS 216

This course provides students with the knowledge and skills necessary to install, configure, and manage Microsoft Exchange Server.

CIS 219: Hardware Repair and Maintenance (3)

Prerequisite: CIS 212 or Instructor approval

This course is designed to prepare students to perform routine maintenance and repairs on the PC. Emphasis will be on diagnosing, troubleshooting, disassembling, replacing, and repairing the microcomputer. Software and hardware tools will be used in the class and during the labs. The student will need to be familiar with the hardware components of the microcomputer, DOS, Windows, and basic networking issues.

CIS 220: Operating Systems – Unix (3)

Prerequisite: CIS 212

Introduction to the Unix operating system from a user perspective. History of Unix, command syntax, environment configuration, graphical user interface, file management, and basic scripting covered.

CIS 225: Wireless Networking (3)

Prerequisite: CIS 265

The learner will demonstrate required knowledge of wireless technologies and the implementation of these technologies in wireless networks. Emphasis is placed on the areas of design, planning, implementation, operation, and troubleshooting.

CIS 232: Graphic Design (3)

Prerequisite: CIS 180

Students will learn how to design graphics and page layouts using Adobe Photoshop.

CIS 233: Vector Graphics and Web Animation (3)

Prerequisite: CIS 232

Students will learn how to design vector graphics animation, presentations, applications and Web sites using Macromedia Flash.

CIS 244: Web Server Management (3)

Prerequisite: CIS 215

An in-depth study of the management of a web server including coverage of installation, role of the system administrator, TCP/IP in detail, managing Linux computers on a network, network server functions, network server applications, scripts, configuration, network troubleshooting, privacy and security, physical and local system security, kernel and networking security.

CIS 250: Advanced Web Design (3)

Prerequisite: CIS 181

Continued coverage of web design using more advanced tools such as Java Script, XML, CGI, or Perl.

CIS 265: Networking Fundamentals (4)

Prerequisite: None

CCNA 1: Networking Basics is the first of four courses leading to the Cisco Certified Network Associate (CCNA) designation. CCNA 1 introduces Cisco Networking Academy Program students to the networking field. The course focuses on the following: Network terminology; Network protocols; Local-area networks (LANs); Wide-area networks (WANs); Open System Interconnection (OSI) model; Cabling; Cabling tools; Routers; Router programming; Ethernet; Internet Protocol (IP) addressing; Network standards. In addition, the course provides instruction and training in the proper care, maintenance, and use of networking software, tools, and equipment.

CIS 266: Routing Protocols and Concepts (4)

Prerequisite: CIS 265

CCNA 2: Routers and Routing Basics is the second of four CCNA courses leading to the Cisco Certified Network Associate (CCNA) designation. CCNA 2 focuses on initial router configuration, Cisco IOS Software management, routing protocol configuration, TCP/IP, and access control lists (ACLs). Students will develop skills on how to configure a router, manage Cisco IOS Software, configure routing protocol on routers, and set the access lists to control the access to routers.

CIS 267: LAN Switching and Wireless (4)

Prerequisite: CIS **266**

CCNA 3: Switching Basics and Intermediate Routing is the third of four courses leading to the Cisco Certified Network Associate (CCNA) designation. The course focuses on the following advanced IP addressing techniques: Variable Length Subnet Masking (VLSM); Intermediate routing protocols such as RIP v2, single-area OSPF, and EIGRP; Command-line interface configuration of switches; Ethernet switching; Virtual LANs (VLANs); Spanning Tree Protocol (STP); VLAN Trunking Protocol (VTP). Students will be required to apply lessons from CCNA 1 and 2 to a network and should be able to explain how and why a particular strategy is used.

CIS 268: Accessing the WAN (4)

Prerequisite: CIS 267

CCNA 4: WAN Technologies is the last of four courses leading to the Cisco Certified Network Associate (CCNA) designation. The course focuses on the following topics: Advanced IP addressing techniques; Network Address Translation (NAT); Port Address Translation (PAT); Dynamic Host Configuration Protocol (DHCP); WAN technology and terminology; PPP; ISDN; DDR; Frame Relay; Network management. Students will be required to apply information from CCNA 1, CCNA 2, and CCNA 3 to a network and should be able to explain how and why a particular strategy issued. This course will also help students prepare for the CCNA exam.

CIS 274: Project Management (3)

Prerequisite: None

This course is an introduction to the professional discipline of Project Management. Topics include an overview of its evolution, its various processes and principles, tools and techniques and project life cycle. Students will also be introduced to project management software.

CSCI 101: Introduction to Computers (3)

Prerequisite: None

This course exposes the student to a broad view of the computer and includes topics such as history, software, application, terminology, Internet and hardware.

CSCI 122: Beginning Visual Basic (3)

Prerequisite: None

Introduction to programming in the BASIC/Visual BASIC language.

CSCI 133: Database Concepts (SQL) (3)

Prerequisite: None

This course provides students with an introduction to the structure and function of database systems, with emphasis on practical applications. Data structures, hierarchical relationships, sequential and indexed searching, updating and deleting of records, and data security and recovery will be discussed.

ENTR 233: Entrepreneurship/Small Business Management (3)

Prerequisite: None

This course provides specialized instruction to both theory and practical application of the small business principles necessary for the operation of a successful small business. Designed for students who want to evaluate going into business for themselves or working for a small business. Course content should prove valuable to small business sales, finance, personnel and the concepts and current practices of managing a small business. Course is designed for small business start-up and existing businesses who desire to upgrade their skills.

ENTR 234: Entrepreneurship II (3)

Prerequisite: ENTR 233 suggested

Course combines the necessary research and methods necessary to provide students the skill to complete a detailed analysis of their small business idea. By the end of the course the student will have completed a detailed business plan ready for small business start-up.