COMPUTER SERVICE

Credentials

Computer Service Technician certificate ....30 cr.

Major Description

Computer service technicians are often the most important and appreciated employees in an organization. If you like the challenge of analyzing problems and finding solutions in the technical realm, this career could be your ticket. Schoolcraft's certificate program will prepare you for positions that provide technical support for computer systems, personal computers, networks, and peripheral devices.

Job Titles & Median Salaries or Hourly Rates

• Computer Service Technician: $37,280 (national)

Computer Service Technician Certificate

Computer service technicians provide technical support for computer systems, PCs, networks and peripheral devices. The technician needs to be able to provide diagnostic analysis and solutions to hardware, software and network problems. A technician will need to have a broad background in the areas of PCs, as well as network wiring and standards. The technician will also assist in the installation and maintaining of computer systems, networks, and software.

All courses are not offered each semester. Students should work with an academic advisor or counselor to develop a schedule that will work for them. Students who satisfactorily complete the program requirements qualify for a certificate of program completion.

SAMPLE SCHEDULE OF COURSES

First Year—Fall Semester

CIS 235	Managing and Troubleshooting PCs	3
COMPS 124	Introduction to Personal Computers and Software	3
ELECT 131	Basic Measurement and Reporting Skills	3
ELECT 137	DC Circuits and Mathematical Modeling	5

Total Credits 14

First Year—Winter Semester

CIS 265	Networking 1	3
COMPS 126	Technical Programming	3
COMPS 147	Computer and Peripheral Maintenance and Management	4
CIS 120	Software Applications	3

Total Credits 13

First Year—Spring Session

Elective*	CIS	3

Total Credits 3

PROGRAM TOTAL 30 CREDITS

* Any CIS course not previously taken.