



Network Technician Support

Associate of Applied Science (AAS) Degree Program

Division of Business & Information Technology



Raymond Montoya, Sr., MBA, Division Chair

The Network Technician Support Program of study provides the student with job entry skills, knowledge, and ability for the rapidly growing computer occupations area. This program prepares a student to: function competently at an entry level position; enter an advanced course of study; communicate in a variety of settings using oral, written, and multimedia techniques; think creatively in solving problems; use planning, implementation, and management tools in a changing environment; possess an awareness of management techniques, professional ethical concepts, legal issues, and strategic planning.

The Program Learning Outcomes from the Network Technician Support degree program are as follows:

- ▣ Learn to configure, use and troubleshoot desktop and network operating systems;
- ▣ Understand and apply network theory and security;
- ▣ Gain knowledge on computer and network hardware and apply troubleshooting techniques;
- ▣ Develop a sense of professionalism necessary for working successfully in network support;
- ▣ Utilize TCP/IP applications to prove their understanding of networking protocols used to control modern networking infrastructures;
- ▣ Master the concepts of the theoretical OSI networking model;
- ▣ Create, maintain, and troubleshoot both wired and wireless network infrastructures and infrastructure devices;
- ▣ Employ and master the skills needed to create and maintain server based networks using both Microsoft Windows and Open source Linux server systems;
- ▣ Develop and implement a logical troubleshooting and maintenance system for Personal Computing systems;
- ▣ Prepare for networking support industry standard certifications such as: CCNA, CCNP, MCSA or MCSE, and CompTIA Networks;
- ▣ Troubleshoot and repair computer hardware;
- ▣ Set up operating systems and trouble shoot software;
- ▣ Set up and document LAN networks using troubleshooting skills;
- ▣ Set up and document WAN networks using troubleshooting and skills;
- ▣ Set up and document secure networks;
- ▣ Troubleshoot and support corporate networks;
- ▣ Networking, routing (Cisco levels 1-8);
- ▣ Operating Systems (Windows Server);
- ▣ Troubleshoot communications and connectivity issues.

Students majoring in Network Technician Support are required to take the Vocational General Core Requirements 1 – 5 for an Associate of Applied Science (AAS) Degree program on page 11-18 as well as the following major core courses in CORE 6 & CORE 7:

Core 6 – Network Technician Support				36 Credits Required	
Course #	Name of Course	Offered	Credits	Semester Taken	Grade
COS 166	Computer Operating Systems	Every	3		
COS 275	Computer End User Support	Spring	3		
ITS 150	Networking Fundamentals	Fall	4		
ITS 176	Intro to Router Technologies	Spring	4		
ITS 212	Network Operating Systems II	Spring	3		
ITS 218	Network Operating Systems I	Fall	3		
ITS 258	Routing & Switching	Fall	4		
ITS 270	Network Design	Spring	3		
ITS 280	PC Troubleshooting & Maintenance I	Fall	3		
ITS 281	PC Troubleshooting & Maintenance II	Spring	3		
ITS 299	Network Technician Support Internship	On Demand	3		
Core 7 – Electives				3 Credits Required	
ANY	CAPP/COS	Every	3		
Total Core 6 & 7 Credits To Be Completed By Student			39		