

INFORMATION TECHNOLOGY SUPPORT SPECIALIST ASSOCIATE IN SCIENCE AND CERTIFICATE OF ACHIEVEMENT



The Computer Science Information Systems curricula provides a foundation in computing and information systems serving the diverse goals of the Grossmont community: employment in various phases of the computing industry, transfer to a baccalaureate institution for continued study in the computer and information sciences, training in selected topics for application in other professions or for personal enrichment, and advanced study for returning computing professionals. Throughout, emphasis is placed on blending fundamental theory and technique with practical applications in business, scientific and academic computing. A guiding principle is the use of intense hands-on instruction with state-of-the-art computer technology.

Five related but distinct areas of emphasis designed to provide corresponding job entry points are available as two-year curricula: Computer Programming, Web Design and Software Engineering. Completion of the Computer Science Information Systems core courses or their equivalent plus any one area of emphasis satisfies the major requirements for the Associate Degree.

The Information Technology Support Specialist degree will provide a student with sufficient skills to obtain a position in industry as an Information Technology Support Specialist. The skills to be gained with this degree include familiarity with the most popular desktop computer operating systems as well as hands-on experience with the associated hardware, networking, and web development software. An official request from the student must be filed with the Admissions and Records Office prior to the deadline stated in the yearly calendar listed in the class schedule and catalog.

The Program-level Student Learning Outcomes (PSLOs) below are outcomes that students will achieve after completing specific degree / certificate requirements in this program. Students will: Transfer, enter the workforce, and promote life-long learning.

Career Opportunities

<https://www.grossmont.edu/student-support/career-center/resources.php>

Computer Support Specialist
Communications Technician
Computer Maintenance Technician
Computer Systems Analysts¹
Database Administrators¹
Information Specialist¹
LAN (Local Area Network) Administrator
Network Systems & Data Communication Analysts

Office Administrators
Programmer
Software Engineers¹
Software Technician
Systems Analyst¹
Technical Support Representative

¹ Bachelor's Degree or higher required.

The Program-level Student Learning Outcomes (PSLOs) below are outcomes that students will achieve after completing specific degree / certificate requirements in this program.

Students will perform computer end user support including identifying and implementing solutions to user requests.

1. Analyze and evaluate a computer-related situation in a business and/or scientific environment to identify a potential problem.
2. Design a technologically feasible and efficient solution.
3. Construct and complete the solution.
4. Demonstrate and explain the solution.

Similar Course List

The following Grossmont and Cuyamaca College courses are considered similar enough to be accepted in the major for local Computer Science degrees in the district. No Modification of Major forms are required at either campus.

Grossmont Course	Similar Cuyamaca Course
CSIS-112	CIS-190
CSIS-113	CIS-191
CSIS-119	CS-119
CSIS-132	CIS-211
CSIS-133	CIS-213
CSIS-135	CIS-215
CSIS-180	CIS-140
CSIS-293	CS-182
CSIS-294	CS-282
CSIS-296	CS-181
CSIS-297	CS-281

Associate Degree Major Requirements

Note: All courses must be completed with a letter grade of "C" or higher or "Pass."

Code	Title	Units
CSIS-110	Principles of Information Systems	4
CSIS-112	Windows Operating System	3
CSIS-113	Introduction to Linux	3
CSIS-120	Computer Maintenance and A+ Certification	3
CSIS-125	Network + Certification	3
CSIS-132	Introduction to Web Development	3

Plus General Education and Elective Requirements (<https://catalog.gcccd.edu/grossmont/admission-information/general-education-transfer/>)

Total Units **19**

Plus General Education (<https://catalog.gcccd.edu/grossmont/admission-information/general-education-transfer/>) and Elective Requirements

Certificates of Achievement

Any student who chooses to complete only the requirements listed above qualifies for a Certificate of Achievement in Information Technology Support Specialist. An official request must be filed with the Admissions and Records Office prior to the deadline stated in the Academic Calendar