

# Associate in Applied Science in Help Desk Technician

PROFESSIONAL TECHNICAL  
2012-2013 Degree Requirements

## Major Courses

Course	No.	Course Title	Credits	Qtr. Completed	Comments/Substitution
CS	101	Intro to Computers & Information Technology	5		
CS	102	Programming Fundamentals	5		
CS	106	Database Systems	5		
CS	117	Computer Ethics	2		
CS	118	Customer Service	3		
CS	123	PC Hardware	5		
CS	127	Windows Configuration	5		
CS	150	Computer Security	5		

**Subtotal 35**

## Major Support

Course	No.	Course Title	Credits	Qtr. Completed	Comments/Substitution
CS	107	Intermediate Word Processing	2		
CS	108	Intermediate Spreadsheets	2		
CS	111	Web 2.0	5		
CS	114	HTML/XHTML (Internet Publishing 1)	5		
CS	140	SharePoint	5		
CS	206	Database Design	5		
CS	207	Word Implementation	5		
CS	208	Advanced Spreadsheets	5		

Select 15 additional credits from any CS courses


**Subtotal 49**

## General Education

Course	No.	Course Title	Credits	Qtr. Completed	Comments/Substitution
ENGL&	101+	English Composition I <i>or</i> above	5		
MATH	106+	MATH 106 <i>or</i> above	5		
<b>Psychology <i>or</i> Sociology (select 5 credits)</b>					
PSYC&	100+	General Psychology <i>or</i> above <i>or</i>	5		
SOC&	101	Intro to Sociology <i>or</i>	5		
SOC&	201	Social Problems	5		
<b>Communication Studies (select 3-5 credits)</b>					
CMST	101	Speech Essentials <i>or</i>	3		
CMST	110	Communication Behavior <i>or</i>	3		
CMST&	210	Interpersonal Communication <i>or</i>	5		
CMST&	220	Public Speaking <i>or</i>	5		
CMST	260	Multicultural Communication	5		

**Subtotal 18-20**

**Total Credits Required 102-104**

Note: MATH 095 or MATH 098 with minimum grade 2.0 is prerequisite for all programming classes. Students must receive minimum 2.0 grade in all CS courses, except as noted above.

Students who complete this degree have entry-level skills in these areas: visual basic programming, database design and management, operating system fundamentals including Windows and Unix/Linux, Windows administration, word processing, spreadsheet design and use, presentation software, graphics, multimedia, Internet use, basic computer networking, computer security, and computer hardware.

Career opportunities: help desk technician and computer user support technician, and computer user support manager.