Lassen Community College Course Outline

CIS 90 The IT Professional   3.0 Units

I.   Catalog Description

This course teaches technical support skills for those seeking employment in the computer and information systems field. The emphasis of this course will be on soft skills, career planning and customer business related knowledge to help the IT student prepare for and succeed in the industry. It also Includes training in the various means of delivering technical support and tools for gathering, organizing and disseminating technical information, and help desk organization. This course has been approved for online delivery.

Prerequisite(s): None

Does Not Transfer to UC/CSU
51 Hours Lecture, 102 Expected Outside Class Hours, 153 Total Student Learning Hours
Scheduled: Fall

II.   Coding Information

Repeatability: Not Repeatable, Take 1 Time
Grading Option: Pass/No Pass
Credit Type: Credit
TOP Code: 0708.00
Spring

III. Course Objectives

A. Course Student Learning Outcomes

Upon completion of this course the student will be able to:

1. Create technical documentation.
2. Prepare for and conduct a tech job hunt.
3. Troubleshoot operating system and software errors using online resources.

B. Course Objectives

Upon completion of this course the student will be able to:

1. Provide effective technical assistance to end-users of computer hardware and software in one-to-one format; in small group and short course format; via phone; and through written communications including technical memos, email, and online postings.
2. Analyze the organization and structure of a technical support department.

3. Troubleshoot operating system and software errors using online resources.
4. Explain (to users) and implement system administration commands.
5. Explain help desk concepts.
6. Write simple technical documentation.
7. Troubleshoot computer problems remotely.
8. Perform market analysis to keep your tech skills fresh and relevant
9. Prepare for and conduct a tech job hunt

IV. Course Content

1. Overview of the different means of providing technical support
2. Customer service and communication skills
3. Writing for end users
4. Skills for troubleshooting computer problems
5. Common support problems. Help Desk operation
6. User Support Management
7. Product evaluation strategies and support standards
8. Job and Personal Career Skills
9. Overview business and technologist math skills

V. Assignments

A. Appropriate Readings
1. Technical Support Journals
2. Course Texts
3. Industry based Case Studies

B. Writing Assignments
1. Technical writing including hardware and software documentation, training materials, technical memos, email communications.
2. Preparation of software demonstration and training presentations.

C. Quizzes
1. Weekly quizzes

VI. Methods of Evaluation

Traditional Classroom Evaluation
   A. Exams/Tests
   B. Quizzes
   C. Lab Projects
   D. Essays and research papers

Online Evaluation A.
   Exams/Tests
   B. Quizzes
   C. Virtual Lab Projects

D. Essays and research papers
E. Online Forum participation

VII. Methods of Delivery

Check those delivery methods for which, this course has been separately approved by the Curriculum/Academic Standards Committee.

X Traditional Classroom Delivery ☐ Correspondence Delivery
☐ Hybrid Delivery   **X** Online Delivery

Traditional Classroom Delivery
Lecture, discussion, group work, problem analysis, and interactive exercises

Online Delivery
Participation in forum based discussions. Online exercises/assignments contained on website. Web based video vignettes with discussion paper, email communications, postings to forums, online lecture notes and web links will compromise the method of instruction.

VIII. Representative Texts and Supplies

 JONES, D. O. N. (2021). *Own it: How to succeed in your tech career*. O'REILLY MEDIA.

Cisco Network Academy/Skills for All Entreprenerurship and Soft Skillls Netcad learning management system.
(www.netacad.com) *Students will be provided with individual account access to the Cisco Netcad LMS. The complete curriculum for this course is available online for student use 24x7 through internet access and supports a range of computers for access*

IX. Discipline/s Assignment

Computer Information Systems

X. Course Status

Current Status:
Original Approval Date: 11/16/2021
Board Approval Date: 12/14/2021
Revised By: Melinda Duerksen
Curriculum/Academic Standards Committee Revision Date: 03/21/2023