

Information Technology Computer Technology Support – AAS – Student Learning Outcomes

Demonstrate essential IT support skills including installing, configuring, securing and troubleshooting operating systems and hardware.

Demonstrate the ability to diagnose and solve operating system and hardware problems.

Demonstrate essential networking skills including installing, configuring, securing and troubleshooting the devices, protocols and services within a network infrastructure.

Demonstrate the ability to diagnose and solve network problems.

Demonstrate the ability to research technology problems, provide technology support, and to learn new technology tools.

Demonstrate the ability to acquire new skills, independently, in order to keep their skills current.

Demonstrate the ability to help other technology users, develop training and maintenance plans and to translate their technical knowledge so that others can use it.

Demonstrate the ability to respect and meet the diverse technical support needs of computer users.

Demonstrate the ability to document their work, write clearly and appropriately in an Information Technology context, respect user's data, including backup and security, and to think through the ethical consequences of Information Technology decisions.