



Computer Systems Support Technology

■ What Is Computer Systems Support Technology?

Computer systems support technology is the day-to-day administration, maintenance, and support of computer systems and networks. It involves the installation, maintenance and repair of computer hardware and software.

It includes computer security: installing security software, monitoring the network for security breaches, responding to cyber attacks, and, in some cases, gathering data and evidence to be used in prosecuting cyber crime.

Computer systems support is responsible for its organization's efficient use of its networks. It makes sure that all components, including computers, network, and software, fit together and work properly. System administrators also monitor and adjust the performance of existing networks and determine future network needs. They troubleshoot problems and make recommendations for improvements to current systems and considerations for future servers and networks.

■ Success Factors

You should have strong problem-solving, analytical, and communication skills. You should enjoy working with people as well as equipment. You also need patience and tact.

■ Career Possibilities

Career growth in computer systems support has exploded over the last decade, as computers have become an integral part of everyday life. Some of your opportunities for employment include the following:

- computer service technician
- system support coordinator
- help desk technician
- technical support specialist
- technical service representative
- customer support representative

■ Majoring In Computer Systems Support Technology

The computer systems support program will teach you to perform PC hardware and software installation, maintenance, servicing, and network administration functions.

Our program includes courses on operating systems, hardware, networking and troubleshooting, as well as other technical courses such as electrical circuits, digital systems, CAD, computer programming and mathematics. A well-balanced selection of courses in English, communications, history and social sciences enables you to develop the skills necessary to deal effectively with customers. You will also be prepared for A+ (service technician) and Network+ certification exams.

Key CSST Program Topics

- PC hardware structure
- System optimization techniques
- Hardware installation
- Diagnostics and troubleshooting
- DOS
- Windows workstation and server
- Linux workstation and server
- Application software installation
- Customer satisfaction issues

Courses feature lecture and extensive lab time. Hands-on lab exercises include installing and removing PC hardware and its software components, optimizing system operation by using various utilities, exploring capabilities of Windows operating systems, diagnosing and resolving a wide variety of hardware and software problems, and constructing and operating networks. Use of the Internet is also included. Future trends in PC technology are studied.

You should be able to complete this program in 2 years, attending full-time fall, winter and spring quarters. You may also choose to co-op.

If you prefer a shorter term, skill-specific, non-degree option, we also offer a computer systems support certificate.

■ Program Requirements

You should check with your academic advisor every quarter *before* you register for classes. Two years is really a short time to squeeze in all of your degree requirements. We cannot offer every course every quarter. If you miss taking a prerequisite for a required course, or don't take a particular course the only quarter it is offered during the year, you can jeopardize your ability to complete your degree on time.

Core Courses	Cr. Hrs.
Problem Solving: Logic and Methods.....	3
First Year Experience	1
Object Oriented Programming I, II	6
Operating Systems Administration.....	3
Implications of Computer Technology.....	3
Voice and Data Communications	3
Electronics for PC Technicians.....	4
Multimedia Logistics	3
Effective Public Speaking	3
PC Hardware.....	4
PC Operating Systems	4
Basic Network Techniques	4
Work Experience <i>or</i> Technical electives	6
Sophomore Project.....	4
CAD I.....	3
Introduction to Lean Manufacturing.....	3
Elements of Electrical and Computer Engineering Technology	3
Elements of Electrical and Computer Engineering Technology Lab.....	1
English Composition I, II.....	6
Intermediate Composition.....	3
Elementary Probability and Statistics I.....	3
Technical Writing	3
Quality Management elective	3
Fine Art/History/Literature electives.....	6
Social Science elective.....	3
Natural Science elective	3
TOTAL.....	91

■ Advantages & Special Opportunities

The Clermont campus is on 92 wooded acres located in Batavia, Ohio, in the heart of Clermont County. We are relatively small and our faculty to student ratio is low. You will find our small class size and personal interaction with your instructors create the ideal learning environment. Parking is convenient and at no additional charge. Plus, our tuition is the lowest of the UC colleges.

State-of-the-art computer laboratories and software provide an ideal setting for learning. You will learn on the latest hardware with up-to-date tools and techniques gaining hands-on experience. Your studies will be oriented toward real-life business settings and learning solutions to day-to-day installation and maintenance problems.

For more information on A+ and Network+ certification, visit <http://certification.comptia.org>

■ Admissions

UC Clermont College is an open admissions campus. If you have your high school diploma, GED, or its equivalent, we will admit you. We accept applications all year long and you may start any quarter. Financial aid takes 6-8 weeks to process. We recommend that you apply at least 10 weeks prior to your desired attendance.

■ For More Information, Contact:

Enrollment & Student Services
4200 Clermont College Drive
Batavia OH 45103

513.732.5300
1.866.446.2822
www.ucclermt.edu
Clermont.Information@uc.edu

