

Department:

Computer Support Technology

Course Description:

This course is designed for second-year students who are enrolled in the Computer Support Technology and/or the AAS Degree Program. The Technical Support course will give the advanced student classroom instruction as well as practical experience with service calls and helpdesk situations. The student will be repairing PCs and resolving networking problems during class time, working directly with instructors and students from other departments on campus. The student will learn advanced techniques to develop and improve their workplace skills.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Demonstrate the ability to obtain information from client for properly completing work order.
2. Properly complete a work order.
3. Demonstrate appropriate communication skills with client.
4. Demonstrate ability to seek and obtain help with online tech support.
5. Demonstrate prioritizing work order to meet the work schedule.
6. Demonstrate the ability to communicate with the difficult customer.
7. Explain the need for quality problem solving skills.
8. Demonstrate the process of systematic troubleshooting.
9. Explain and demonstrate the checkpoints needed to close out a service call properly.
10. Demonstrate proper work attire.
11. Demonstrate appropriate work ethic.
12. Demonstrate adequate preparedness for the job.
13. Demonstrate time management skills.
14. Demonstrate teamwork.

Course Content:

- A. Introduction to Computer User Support
- B. Customer Service Skills for User Support Agents
- C. Writing for End Users
- D. Skills for Troubleshooting Computer Problems
- E. Common Support Problems
- F. Help Desk Operation
- G. User Support Management
- H. Product Evaluation Strategies and Support Standards
- I. End-User Needs Assessment Projects
- J. Installing and Managing End-User Technology
- K. Technology Training for Users
- L. A User Support Utility Tool Kit
- M. Appendix A: Answers to Check Your Understanding
- N. Appendix B: Hands-On with LBE Desktop Helpdesk

O. Appendix C: User Support Presentations and Meetings

Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. The test can be in the objective format or in a problem solving format.

Instructional Materials:

Textbook: Beisse, F. (2015). *Computer User Support for Help Desk and Support Specialists* (6th ed.). Boston, MA: Cengage Learning. ISBN-13: 978-1285852683

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).