**COMPUTER SUPPORT SPECIALIST O.E.C.**

Program Requirements
< Back to Department (http://catalog.uaf.edu/academic-departments/computer-information-technology-systems/)

**Minimum Requirements for Computer Support Specialist Occupational Endorsement: 16 credits**

Students must earn a C- grade or better in each course.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Credits</th>
</tr>
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<tbody>
<tr>
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<td>General University Requirements</td>
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<td>Complete the general university requirements.</td>
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<td>(<a href="http://catalog.uaf.edu/endorsements/#guroccupationalendorsementstext">http://catalog.uaf.edu/endorsements/#guroccupationalendorsementstext</a>)</td>
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<td>Occupational Endorsement Requirements</td>
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<tr>
<td>CITS F203</td>
<td>Information Technology Support Fundamentals</td>
<td>4</td>
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<tr>
<td>CITS F204</td>
<td>Introduction to Computer Networks</td>
<td>3</td>
</tr>
<tr>
<td>CITS F212</td>
<td>Server Operating Systems</td>
<td>3</td>
</tr>
<tr>
<td>CITS F261</td>
<td>Computer and Network Security</td>
<td>3</td>
</tr>
<tr>
<td>CITS F281</td>
<td>Professional Practices in IT</td>
<td>3</td>
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**Road Maps**
< Back to Department (http://catalog.uaf.edu/academic-departments/computer-information-technology-systems/)

Road Maps are recommended semester-by-semester plans of study for programs and assume full-time enrollment unless otherwise noted.

Some courses and milestones must be completed in the semester listed to ensure timely graduation. Transfer credit may change the road map.

This road map should be used in conjunction with regular academic advising appointments. All students are encouraged to meet with their advisor or mentor each semester. Requirements, course availability and sequencing are subject to change.

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Credits</th>
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<tr>
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<td>Fall</td>
<td>CITS F203 Information Technology Support Fundamentals</td>
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<td></td>
<td>CITS F204 Introduction to Computer Networks</td>
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<tr>
<td>Spring</td>
<td>CITS F212 Server Operating Systems</td>
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</table>

**Program Learning Outcomes**
< Back to Department (http://catalog.uaf.edu/academic-departments/computer-information-technology-systems/)

Program learning outcomes are measurable statements that describe knowledge or skills achieved by students upon completion of the program.

Students graduating with this program will be able to demonstrate:

- Students will develop the ability to analyze, troubleshoot, and solve technical problems related to computer technology and technical skills related to securely configuring, maintaining, and supporting PC, mobile, and IoT device operating systems and hardware.
- Students will develop the ability to analyze, troubleshoot and solve technical problems related to computer and network technology, and technical skills related to securely installing, managing, and supporting devices, protocols, and services within a network infrastructure will be developed.
- Students will develop the ability to analyze, troubleshoot and solve technical problems related to computer and server operating systems, and technical skills related to securely deploying, administering, and troubleshooting server operating systems and infrastructure services.
- Students will develop professional skills essential to meeting the diverse technical support needs of non-technical computer users...