

COMPUTER SUPPORT SPECIALIST O.E.C.

Program Requirements

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Minimum Requirements for Computer Support Specialist Occupational Endorsement: 16 credits

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

Code	Title	Credits
General University Requirements		
Complete the general university requirements. (https://catalog.uaf.edu/endorsements/#guroccupationalendorsementstext)		
Occupational Endorsement Requirements		
Complete the occupational endorsement requirements. (https://catalog.uaf.edu/endorsements/#occupationalendorsementrequirementstext)		
Computer Support Specialist Program Requirements		
Complete the following:		
CITS F203	Information Technology Support Fundamentals	4
CITS F204	Introduction to Computer Networks	3
CITS F212	Server Operating Systems	3
CITS F261	Computer and Network Security	3
CITS F281	Professional Practices in IT	3
Total Credits		16

Road Maps

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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.

Course	Title	Credits
First Year		
Fall		
CITS F203	Information Technology Support Fundamentals	4
CITS F204	Introduction to Computer Networks	3
	Credits	7
Spring		
CITS F212	Server Operating Systems	3

CITS F261	Computer and Network Security	3
CITS F281	Professional Practices in IT	3
	Credits	9
	Total Credits	16

Program Learning Outcomes

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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