

Northwest Arkansas Community College
Business & Computer Information Systems Division

Discipline Code

OSIM

Course Number

2503

Course Title

Computer Support and Project Management

Catalog Description

An advanced course covering a wide range of topics to prepare the student for an entry-level position in user support. Topics include: IT project management, technical writing, product evaluation, common support issues, training end users, preparing documentation, help desk operation, troubleshooting, and computer facilities management. (Outside lab time will be required).

Prerequisites

CISQ 1103-Intro to Computer Information, or equivalent

OSIM 1103 Business Communications or ENGL 1023 English Composition II (may be co-requisite) or equivalent knowledge with the consent of instructor.

NTWK 2014-Networking and Information Systems

Credit Hours

3 credit hours

Contact hours

45 lecture/lab contact hours.

Load hours

3 load hours

Semesters Offered

Spring, On Demand

ACTS Equivalent

None

Grade Mode

A-F

Learning Outcomes

Students completing this course will:

- Identify troubleshooting strategies for resolving an identified end-user IT Problem.
- Differentiate among various operating systems.
- Identify basic components of an end-user IT system.
- Summarize life cycle strategies for replacement, reuse, recycling IT technology and resources.
- Summarize strategies to support or train end users.
- Use a variety of practices for making end-user systems secure.
- Describe the layers, protocols and components of the OSI model.
- Differentiate among strategies for business continuity provisioning of IT resources.
- Discuss data governance and its implications for users as well as IT professionals.
- Use communication, negotiation, and collaboration skills as a member of a diverse team.
- Describe the attitudes, knowledge and abilities associated with quality customer service.
- Produce technical documentation responsive to a computing scenario.
- Use documentation or knowledge base to resolve a technical challenge.
- Discuss significant trends and emerging technologies and their impact on society.
- Summarize the role of IT in supporting the mission and goals of an organization.
- Summarize the tenets of ethics and professional behavior in IT.

General Education Outcomes Supported

- Students can employ a variety of sources to locate, evaluate, and use Information.
- Students can write clear, coherent, well-organized documents, substantially free of errors.
- Students develop effective oral communication skills.
- Students can use computers proficiently

Standard Practices

Topics list

- IT job opportunities
- Computer support overview
- Customer Service Skills for User Support
- Communication styles
- Phone skills
- Active listening
- Strategies for handling difficult clients
- Conflict resolution
- Incident management strategies
- Troubleshooting computer problems
- Common support problems
- Problem solving
- Critical thinking
- Decision making skills
- Help desk operations
- Ticketing systems
- Computer support management
- Product evaluation strategies and standards
- Needs assessment

- Technology training
- Technical writing
- User documents
- Project management

Learning activities

Written assignments and projects including the development and presentation of end user training materials. This course requires additional work that may need to be completed out of class or in a virtual or on-campus lab.

Assessments

- Written assignments
- Lab assignments
- Hands-On activities
- Quizzes
- Projects
- Presentations
- Exams

Grading guidelines

- A = 90-100
- B = 80-89
- C = 70-79
- D = 60-69
- F = 59 & below

Revision Date

May 20, 2020