














IT Support Analyst Major (9243)

Associate of Applied Business Degree

This program provides students with expertise in supporting business computer applications and operating systems. It includes a study of hardware and software installation, the use and support of common operating systems, networking, and security. Graduates are prepared to tailor hardware and software based on user needs and to provide end-user support and training. Career opportunities include help desk support, technical computer training, computer consulting, and information technologies employment. According to the U.S Bureau of Labor Statistics, the employment of computer support specialists is projected to grow 12 percent through 2024, faster than the average for all occupations. Courses within this program help students to prepare for industry certification exams, including Microsoft, Oracle, and CompTIA. The typical education required to become a help desk support technician is an associate degree; however, students have the option to continue their education by enrolling in four-year programs at local universities.


NOTE: Students planning to transfer to a four-year college are encouraged to take ENGL 1120 English Composition II in addition to the following requirements.

| Course | Title | Credit Hours |
|---|--|--------------|
| First Semester | | |
| BUSM 1300 | Introduction to Business | 3 |
| ENGL 1110 or ENGL 1111 | English Composition I (A) ¹ or English Composition I (B) | 3 |
| FYEX 1000 | First Year Experience | 1 |
| ITIS 1007 | Principles of Information Technology and Computer Science | 3 |
| MATH 1600 | Survey of College Mathematics ² | 3 |
| Select course(s) from the Arts and Humanities Electives list | | 3 |
| | Credit Hours | 16 |
| Second Semester | | |
| BUSM 2200 | Organizational Behavior | 3 |
| ITCS 1010 | Programming Logic  | 3 |
| ITIS 1025 | Managing and Optimizing Personal Computers  | 3 |
| ITIS 1510 | Microsoft Office Word: Skills and Techniques  | 3 |
| ITIS 1520 | Microsoft Office Excel: Skills and Techniques  | 3 |
| ITON 1070 | Operating Systems: Skills and Techniques  | 1 |
| | Credit Hours | 16 |
| Third Semester | | |
| BUSM 2400 | Business Communication | 3 |
| ITIS 2015 | Information Technology Project Management  | 3 |
| ITIS 2510 | Help Desk Concepts and Management  | 3 |
| ITON 1205 | Network+ and Networking Essentials  | 2 |
| PEHR 1650 | Health Fitness | 2 |
| Select course(s) from the Natural Sciences Electives list | | 3 |
| | Credit Hours | 16 |
| Fourth Semester | | |
| ITDB 1400 | Introduction to SQL  | 2 |
| ITIS 1355 | Security+ and Security Essentials  | 3 |
| ITIS 2890 | Information Technology and Computer Science Capstone  | 2 |
| ITON 1748 | Linux Administration I  | 3 |
| ITON 2070 | Installing and Configuring Windows 10  | 2 |
| Select course(s) from the Social and Behavioral Sciences Electives list | | 3 |
| | Credit Hours | 15 |
| | Total Credit Hours | 63 |

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1 English course selection is based on placement test results (ENGL 1111 English Composition I (B) is 4 credits, only 3 credits apply to the degree).

2 Students planning to transfer to a four-year college should take a sequence of math as advised by their counselor.

 This course is designated as a technical course in the program. Students must earn a "C" grade or higher in the course to fulfill the college's graduation requirements policy.

Electives

| Course | Title | Credit Hours |
|--|--|--------------|
| Natural Sciences | | |
| CHEM 1050 | Chemistry in the Everyday World | 3 |
| PSCI 1300 | Earth Science | 3 |
| PSCI 1400 | Introduction to Meteorology | 3 |
| Any other Natural Sciences laboratory course included in the Transfer Module | | |
| Arts and Humanities | | |
| ARTS 1120 | Art Appreciation | 3 |
| ARTS 2220 | Survey of Art I | 3 |
| ARTS 2230 | Survey of Art II | 3 |
| ENGL 2250 | Survey of American Literature I | 3 |
| ENGL 2260 | Survey of American Literature II | 3 |
| ENGL 2280 | Survey of British Literature I | 3 |
| ENGL 2290 | Survey of British Literature II | 3 |
| HUMX 1100 | Introduction to Humanities | 3 |
| HUMX 1200 | The American Experience in the Arts | 3 |
| MUSC 1200 | Music Appreciation | 3 |
| MUSC 1215 | World Music | 3 |
| MUSC 1800 | Popular Music: Rock, Jazz, Country, and Hip-Hop | 3 |
| MUSC 2200 | Music History and Literature I | 3 |
| MUSC 2250 | Music History and Literature II | 3 |
| PHIL 1500 | Introduction to Philosophy | 3 |
| PHIL 2000 | Comparative Religion | 3 |
| PHOT 1000 | History of Photography | 3 |
| Social and Behavioral Sciences | | |
| ANTH 1160 | Introduction to Cultural Anthropology | 3 |
| ECON 1150 | Basic Economics | 3 |
| ECON 2500 | Principles of Macroeconomics | 3 |
| ECON 2600 | Principles of Microeconomics | 3 |
| GEOG 1500 | Introduction to Geography | 3 |
| GEOG 1600 | World Regional Geography | 3 |
| GEOG 2500 | World Cultural Geography | 3 |
| HIST 1150 | Western Civilization I: Antiquity Through the Reformation | 3 |
| HIST 1250 | Western Civilization II: Age of Revolution Through the Present | 3 |
| HIST 2150 | U.S. History: Colonization Through Reconstruction | 3 |
| HIST 2250 | U.S. History: Reconstruction to the Present | 3 |
| POLS 1300 | U.S. National Government | 3 |
| POLS 2500 | Modern Political Ideologies | 3 |
| PSYC 1500 | Introduction to Psychology | 3 |
| SOCY 1150 | Principles of Sociology | 3 |