IT Support Analyst Major (9243)

Associate of Applied Business Degree

This program provides students with expertise in common computer applications, operating systems, and system hardware. It includes a study of hardware and software installation, operating systems support, networking, security, and cloud computing fundamentals. Career opportunities include help desk and information technology support, technical computer training, and computer consulting. According to the U.S Bureau of Labor Statistics, the employment of IT support specialists is projected to grow 8% through 2029, which is much faster than the average for all occupations. Upon completion of this program, students will earn the Google IT Support Professional certificate. In addition, courses within this program help students to prepare for industry certification exams, including Microsoft, Oracle, and CompTIA's A+, Cloud +, and Network +. The typical entry-level education needed to become an IT Support Analyst is an associate degree.

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
ITIS 1027	Information Technology Support Fundamentals I 🎓	3
MATH 1600	Survey of College Mathematics [2]	3
	Credit Hours	**16**
Second Semester		
BUSM 2400	Business Communication	3
ITIS 1028	Information Technology Support Fundamentals II 🎓	2
ITIS 1030	Security Awareness 🎓	1
ITIS 1050	Managing Computers: Hardware 🎓	3
ITIS 1520	Microsoft Office Excel: Skills and Techniques 🎓	3
ITON 1070	Operating Systems: Skills and Techniques 🎓	1
ITON 1205	Network+ and Networking Essentials 🎓	2
	Credit Hours	**15**
Third Semester		
BUSM 2000	Principles of Management	3
ITCS 1010	Programming Logic 🎓	3
ITDB 1401	SQL Programming and Database Design 🎓	3
ITIS 1051	Managing Computers: Software 🎓	3
ITON 2080	Supporting Client Operating Systems 🎓	2
Select course(s) from the Arts and Humanities Electives List		3
	Credit Hours	**17**
Fourth Semester		
COMM 1100	Effective Interpersonal Communications	3
ITIS 2015	Information Technology Project Management 🎓	3
ITIS 2890	Information Technology and Computer Science Capstone 🎓	2
ITON 1310	Cloud Computing 🎓	3
Select course(s) from the Social and Behavioral Sciences Electives list		3

Select course(s) from the Natural Sciences Electives list		3
	Credit Hours	**17**
	Total Credit Hours	**65**

[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 Ohio Transfer 36		
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
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
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