

Computer Support Specialist

<https://cwi.edu/program/computer-support-specialist>



Do you enjoy working with technology and feel a sense of satisfaction when helping others? Computer support specialists use the combination of information technology, problem solving, and customer service soft skills to help individuals and organizations overcome technical challenges and maintain productivity. In the Computer Support Specialist program, we take pride in teaching and learning these skill sets needed to be successful in the IT support field. At the College of Western Idaho (CWI), we will develop your understanding of technology from the ground up giving you the computer, networking, and security knowledge and skills needed to succeed in the IT support industry.

BACKGROUND CHECK

Students registered for Computer Support Specialist classes must complete a background check prior to the census date of the semester. Completion of the background check and fee is the responsibility of the student.

Your advisor will have details on the process to complete the background check.

Results of the background checks are confidentially retained by the Computer Support Specialist program at CWI. If derogatory information is found as a result of the background check, further review of the student in question may be required before beginning the Computer Support Specialist program. Derogatory information, which may preclude a student from entering the Computer Support Specialist program, includes a DUI in the past three (3) years or a felony. **Only students who have officially declared Computer Support Specialist as their chosen program should complete the background check.**

MISSION

The College of Western Idaho (CWI) provides a Computer Support Specialist program that will prepare you with advanced, market-relevant skills that employers recognize and respect as well as opportunities to connect with a global community of industry professionals.

WHY THIS PROGRAM

Every business has computers and their supporting hardware and software so IT support technicians will continue to be in demand. This program covers soft skills, such as customer service and professionalism, and skills needed for the CompTIA IT Fundamentals, A+, Network+, and Security+ certifications that will be taken during the course of the program. Attaining these certifications will show potential employers your ability to learn and readiness for the workplace and give you the confidence to excel in your career. Depending on your level of completion, you may earn an Intermediate Technical Certificate, Advanced Technical Certificate, or Associate of Applied Science degree in this field.

APPLY NOW! VISIT [CWI.EDU/GO](https://cwi.edu/go)

One Stop Student Services | 208.562.3000 | onestop@cwi.edu

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WHAT YOU WILL LEARN TO DO

- Develop the soft skills that assist the diagnosis of and solving of customer technology issues
- Build, install, and maintain PCs, servers, networking equipment, and peripherals
- Learn how to protect from and safely remove viruses, malware, and other threats from computers, networking components, and mobile devices
- Train users to work with new computer hardware or software such as printers, word-processing software, and email
- Test and evaluate existing wired and wireless network systems while performing regular maintenance and upgrades to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet Systems
- Evaluate the security posture of and secure IT hardware and software

STUDENT CLUBS



Business Professionals of America

Business Professionals of America is the leading CTSO (Career and Technical Student Organization) for students pursuing careers in business management, office administration, information technology and other related career fields. BPA has 43,000...

DEGREES AND CERTIFICATES

Computer Support Specialist - Associate of Applied Science Degree, 24 Months

Delivery Formats: In-Person

CAREER INFORMATION

The Computer Support Specialist program will develop a technician's understanding from the ground up covering: electrical and mechanical components, industry tools, computer hardware and software, network infrastructure support and troubleshooting, plus server support and virtualization. The Computer Support Specialist program also covers soft skills such as customer service and professionalism, and provides the skills needed for the CompTIA IT Fundamentals, A+, PDI+, Network+, and Security+ certifications.

Upon completion of the full program, students will have taken their CompTIA IT Fundamentals, A+, Network+, and Security+ certification exams.

For more information on the Computer Support Specialist career field, its salary range and job growth, visit the US Bureau of Labor Statistics web site: <https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm>

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PROFESSIONS

- Computer Support Specialist
- Computer Repair Technician
- Help Desk Technician
- Information Technology Specialist
- Service Desk Analyst
- MFP/Printer Repair Technician

LOCATIONS

Ada County Campus Pintail Center

1360 S. Eagle Flight Way, Boise, ID 83709

PROGRAM CONTACT



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