

Computer Technology Support Specialist

Professional/Technical Pathway

This is a 5-month pathway designed for students pursuing entry-level work doing PC support in a help desk setting. The target wage for entry-level positions in Oregon is \$11-12/hour.

Skills gained in this Pathway can lead to the following certifications:

- CompTIA A+ - Hardware/Software
- Microsoft Certified Desktop Support Technician (MCDST)

Cost

Estimated Cost for this training:

Tuition and Fees* \$2,556.00
 Certifications..... \$446.00

Total (includes parking) **\$3,002.00**

* Includes fee for career guidance, Career Planning course and job placement assistance.

Features

- Students earn 8.8 continuing education units (CEUs) upon completing the training.
- Training is on the State of Oregon Eligible Training Providers list (WIA).
- After successfully completing the pathway and certification exams, students are prepared for entry-level work as a computer support specialist.
- Students participate in three hours a week of Career Planning.
- A cohort learning community is developed and an Employment Specialist supports students as they pursue employment in their chosen field.
- This pathway is offered in partnership with the PCC Computer Education Department.

Prerequisites

- Students must possess a High School Diploma or GED.
- Prior experience using the Microsoft Windows Operating System and Microsoft Office suite of products is required.
- Complete a COMPASS placement exam (results of the exam should place students into Writing 90, Reading 90, and Math 20) at a PCC Testing Center.
- For information on a free workshop to prepare to take the COMPASS test please call 503-788-6218.
- If test scores are below those listed above, please speak with the contact person to discuss enrollment options.

Courses

All students take the following certification preparation coursework:

- Microsoft Certified Desktop Support Technician
- CompTIA A+ Hardware/Software
- NOTE: There are options for additional courses, please speak with the contact person about these options.

Steps to Admission

1. Apply for Admission to PCC
2. Take the College placement exam. You can call one of the PCC testing centers listed below to schedule an exam:
 Cascade Campus 503-978-5234
 Rock Creek Campus..... 503-614-7300
 SE Center 503-788-6277
 Sylvania Campus 503-977-4533
3. Complete the PCC online student orientation.
4. Speak with the contact person listed below.

Contact

Andrew Roessler, 503-788-6271, aroessle@pcc.edu

Career Pathways web site:
www.pcc.edu/cp

Portland Community College is an Affirmative Action, Equal Employment Opportunity Institution. If you have a disability that requires any special materials, services or assistance, please contact the Office for Students with Disabilities, 503-977-4341, TTY 503-977-4877, at least 72 hours prior to the first class so we may arrange appropriate accommodations. For general information via TTY, call 503-977-4877.

