

CAREER PATHWAYS TRAINING

Computer Technology Support Specialist



Career Technical Pathway

This career pathway leads to entry-level work in a call center environment providing technical support over the phone or as a member of the team providing in-person technical support for an organization.

Educational Options

Our adviser will work with you as you pursue one of the following two educational options for computer support:

Option 1

Computer Information Systems courses for college credit focused on:

- Supporting end users
- Troubleshooting computer hardware
- Operating systems
- Data communications

These courses can be completed in 6 months and put students on a path to the variety of certificate and Associate degree options in Computer Information Systems.

Option 2

Classes are designed to prepare students with prior computer support work experience but no formal credentials for success on industry certification exams. PCC currently offers certification preparation classes in the following areas:

- PC Support/Security: CompTIA and Microsoft
- Networking: Cisco, Juniper Network, CompTIA, and Microsoft
- Databases: Oracle and Microsoft

These courses can be completed in 4–6 months and make students with related work experience more competitive for computer support positions.

Regardless of which option you pursue our career coach is available to guide you through:

- Constructing your story in a way that emphasizes your expertise and passion for the field of information technology (IT).
- Developing a personalized strategy for marketing yourself to employers in the field of IT.
- Building a network of professionals who know your story and can be a resource as you pursue your goals.

Ultimately our commitment is to work with you until you achieve your short-term educational and employment goals.

Cost

Option 1: \$2,654.80

Option 2: \$2,000.00

Both options include fee for career guidance and career planning seminars in Term 1, ongoing job search assistance, tuition, fees and books.

For the most up-to-date costs, visit www.pcc.edu/cp.

Prerequisites

- High school diploma or GED.
- Experience supporting personal computers in a work setting or as a computer hobbyist, including experience building a PC, is extremely helpful.
- 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). Students are allowed to waive the placement exam if they can demonstrate prior learning that meets the writing, reading and math prerequisites.
- If your placement test scores are below those listed above, please call the contact person listed below to discuss your enrollment options.

Steps to Admission

1. Visit www.pcc.edu/cp for the most current details on this pathway.
2. Apply for admission to PCC.
3. Take the college placement exam. Call one of the PCC testing centers listed below for an exam schedule:

Cascade Campus	971-722-5234
Rock Creek Campus	971-722-7300
SE Center	971-722-6277
Sylvania Campus	971-722-4533

4. Complete the PCC online student orientation.
5. Speak with the contact person listed below.

Contact

Andrew Roessler, 971-722-6271, aroessle@pcc.edu

For more information visit www.pcc.edu/cp