

MICROCOMPUTER SUPPORT TECHNOLOGY

2009-2010 Program Options:

Personal Computer Support Specialist Certificate (30)

Microcomputer Support Technician Diploma (48)

Microcomputer Support Technology AAS Degree (64)

Advanced Computer Support Certificate (16)

Cisco Networking Support Certificate (16)

Linux System Administrator Certificate (16)

(See also Computer Forensics and Information and Telecommunications programs)

Occupational Certificate: Personal Computer Support Specialist

Total Number of Credits: 30

Program Description: The PC Support Specialist Certificate program is designed to prepare the student for a career as a Help Desk Specialist or hardware/software configuration specialist. Help Desk Specialists answer questions and provide technical assistance to those who have either hardware or software problems. Hardware/software configuration specialists upgrade old computers and prepare/install new computers on a local area network. The coursework will help prepare the student for Comptia's A+ Certification and Comptia's Network+ exams.

Application Requirements: Minimum assessment score placement in MATH 0070, or completion of MATH 0030 with a grade of C or higher and assessment score placement in ENGL 1021, or completion of ENGL 0090 with a grade of C or higher

Career/Occupational Requirements: 27 credits

CAPL 1010	Introduction to Software Applications	3
ITT 1031	Network Fundamentals (CCNA1)	3
MCST 1001	PC Hardware and Software (formerly 1000 & 1010)	4
MCST 1018*	Supporting MS Office in a Networking Environment*	3
MCST 1030	Linux Operating System	3
ITT 1032	Routing Protocols and Concepts (CCNA2)	3
MCST 2780	Internship	1
OFFT 1001	College Keyboarding	1

Career Related Electives 6

*course dropped, see instructor or counselor for course substitution petition

General Education/MnTC Requirements: 3 credits

Goal 1 - Communication: 3 credits

Select **ONE** of the following communication courses:

ENGL 1021	Composition I	4
COMM 1021	Fundamentals of Public Speaking	3
COMM 1031	Interpersonal Communication	3
COMM 1041	Small Group Communication	3
COMM 1051	Intercultural Communication	3

Diploma: Microcomputer Support Technician

Total Number of Credits: 48

Program Description: The Microcomputer Support Technician program prepares the student to be able to analyze organizational information needs, to recommend appropriate hardware and software systems, and to implement or to train others to implement such systems. Specific job titles that the graduate would be qualified for include network support specialist, network analyst, network engineer, PC support specialist, and PC help desk. The coursework will help prepare the student for Microsoft Windows 2003 Certification.

Application Requirements: Minimum assessment score placement in MATH 0070, or completion of MATH 0030 with a grade of C or higher and assessment score placement in ENGL 1021, or completion of ENGL 0090 with a grade of C or higher.

Career/Occupational Requirements: 42 credits

CAPL 1010	Introduction to Software Applications	3
ITT 1031	Network Fundamentals (CCNA1)	3
ITT 1032	Routing Protocols and Concepts (CCNA2)	3
MCST 1001	PC Hardware and Software (formerly 1000 & 1010)	4
MCST 1018*	Supporting MS Office in a Networking Environment*	3
MCST 1030	Linux Operating System	3
MCST 1011	Supporting Microsoft Windows XP Prof. (formerly 2011)	3
MCST 1013	Supporting Microsoft Windows Server 2003 (formerly 2013)	3
MCST 2015	Administering the Active Directory	3
MCST 2017	Windows Server 2003 Network Infrastructure	3
MCST 2020	Systems Analysis/End User Network Computing	3

*course dropped, see instructor or counselor for course substitution petition

MCST 2780	Internship	2
OFFT 1001	College Keyboarding	1
Electives	(career related)	5

General Education/MnTC Requirements: 6 credits

Goal 1 - Communication: 3 credits

Select **ONE** of the following communication courses:

ENGL 1021	Composition I	4
COMM 1021	Fundamentals of Public Speaking	3
COMM 1031	Interpersonal Communication	3
COMM 1041	Small Group Communication	3
COMM 1051	Intercultural Communication	3

General Education/MnTC electives 2-3

See MnTC course list for options.

Associate in Applied Science Degree: Microcomputer Support Technology**Total Number of Credits: 64**

Program Description: The Microcomputer Support Technology program prepares the student to be able to analyze organizational information needs, to recommend appropriate hardware and software systems, and to implement or to train others to implement such systems. Specific job titles that the graduate would be qualified for include network support specialist, network analyst, network engineer, PC support specialist, and PC help desk. The coursework will help prepare the student for Microsoft 2003 Certification. In addition to these core concepts, the General Education courses required will help ensure individuals have the necessary oral, written and critical thinking skills to help them with their professional responsibilities.

Application Requirements: Minimum assessment score placement in MATH 0070, or completion of MATH 0030 with a grade of C or higher and assessment score placement in ENGL 1021, or completion of ENGL 0090 with a grade of C or higher.

Core Requirements: 28 credits

ITT 1020	Intro. to Information and Telecommunication Technology	3
ITT 1031	Network Fundamentals (CCNA1)	3
ITT 2031	LAN Switching and Wireless (CCNA3)	3
MCST 1001	PC Hardware and Software (formerly 1000 & 1010)	4
MCST 1011	Supporting Microsoft Windows XP Professional (fm 2011)	3
MCST 1013	Supporting Microsoft Windows Server 2003 (formerly 2013)	3
MCST 1030	Linux Operating System	3
MCST 2020	System Analysis/End User Network Computing	3
MCST 2021	Help Desk Services	3

General Education/MnTC Requirements: 20 credits

Four (4) MnTC credits beyond the minimums are needed to reach 20 credits. See MnTC course list for options.

Goal 1 – Communication: 7 credits

ENGL 1021	Composition I	4
COMM 1021	Fundamentals of Public Speaking	3

Goal 2- Critical Thinking is automatically fulfilled when all other MnTC goals are complete

Goal 3 and/or Goal 4 – Sciences/Math/Logical Reasoning: 3 credits**Goal 5 – History/ Social and Behavioral Sciences: 3 credits****Goal 6 - Humanities and Fine Arts: 3 credits**

Goals 7-10: Three credits in one of these four goals

(Fulfilled by COMM course)

Career/Occupational Requirements: 13 credits

Select **ONE** of the Specialty Track Options below

Additional Requirements: 3 credits

3 credits from the following electives (or other courses with program advisor consent by academic petition):

ACCT 2020	Financial Accounting	3
CAPL 1050	Web Design, Creation, & Management	3
CSCI 1081	Programming Fundamentals	3
COMM 1051	Intercultural Communication	3

Specialty Track: Advanced Computer Support**Total Number of Credits: 13****Career Requirements: 10 Credits**

MCST 2015	Administering the Active Directory	3
MCST 2017	Windows Server 2003 Network Infrastructure	3
MCST 2019	Windows Server 2003 Network Design	3
MCST 2780	Internship	1

AND Select **ONE** course from the following:

ITT 1021`	Principles of Information Security	3
MCST 2031	Linux/UNIX Shells and Scripting	3
MCST 2032	Linux/UNIX System Administration	3
MCST 2033	Linux/UNIX Network Administration, Security and Troubleshooting	3

Specialty Track: Cisco Networking Support**Total Number of Credits: 13****Career Requirements: 10 Credits**

ITT 1032	Routing Protocols and Concepts (CCNA2)	3
ITT 1033	Network Infrastructure & Data Center Des. (BICSI)	3
ITT 2032	Accessing the WAN (CCNA4)	3
ITT 2780	Internship	1

AND Select **ONE** course from the following:

ITT 2042	Implementing Secure Converged WANs (CCNP-2)	3
ITT 2043	Building Converged Cisco Multilayer Switched Networks (CCNP-3)	3
ITT 2044	Optimizing Converged Networks (CCNP-4)	3
MCST 2015	Administering the Active Directory	3
MCST 2017	Windows Server 2003 Network Infrastructure	3
MCST 2019	Windows Server 2003 Network Design	3

Specialty Track: Linux System Administrator**Total Number of Credits: 13****Career Requirements: 10 Credits**

MCST 2031	Linux/UNIX Shells and Scripting	3
MCST 2032	Linux/UNIX System Administration	3
MCST 2033	Linux/UNIX Network Admin., Security & Trblsh.	3
MCST 2780	Internship	1

AND Select **ONE** course from the following:

ITT 1021	Principles of Information Security	3
ITT 2020	Network Security Fundamentals	3
MCST 2015	Administering the Active Directory	3
MCST 2017	Windows Server 2003 Network Infrastructure	3
MCST 2019	Windows Server 2003 Network Design	3

Important Phone Numbers: (651 Area Code)

Admission Office	773-1700
Counseling Office	779-3285
Financial Aid Office	779-3305

Program Instructors:

Israel Aladejebi	Office: 1743 East	773-1787
Luke Andresen	Office: 1741 East	779-5833
Pauline O'Conner	Office: 1742 East	779-3224

Advanced Computer Support Certificate**Total Number of Credits: 16**

Program Description: Through this program, students will study the management and maintenance of complex computing environment of companies utilizing Microsoft network and operating system technologies. Additionally, students will prepare for the Microsoft Certified System Engineer (MCSE) examinations.

Program Requirements: Proficiency in the knowledge and skills related to configuring and maintaining Microsoft XP Professional and Microsoft Server 2003 OR Microsoft Certified Professional certification for both 70-270 and 70-291 OR appropriate coursework OR instructor consent.

Career Requirements: 10 credits**Select TWO courses from the following:**

MCST 2015	Administering the Active Directory	3	ITT 1021	Principles of Information Security	3
MCST 2017	Windows Server 2003 Network Infrastructure	3	MCST 2031	Linux/UNIX Shells and Scripting	3
MCST 2019	Windows Server 2003 Network Design	3	MCST 2032	Linux/UNIX System Administration	3
MCST 2780	Internship	1	MCST 2033	Linux/UNIX Net. Admin./Security/Troubleshoot.	3

Cisco Networking Support Certificate**Total Number of Credits: 16**

Program Description: Through this program, students will study the skills needed to select, connect, configure, and troubleshoot various networking devices for enterprise networks. Additionally, the students will prepare for Cisco Certified Network Associate (CCNA) examination.

Program Requirements: Enrollment in the Microcomputer Support Technology AAS degree program and demonstrated proficiency in the knowledge and skills related to configuring and maintaining routers and switches OR instructor consent.

Career Requirements: 10 credits**Select TWO courses from the following:**

ITT 1032	Routing Protocols and Concepts (CCNA2)	3	ITT 2042	Implementing Secure Converged WAN (CCNP-2)	3
ITT 1033	Network Infrastructures and Data Center Design (BICSI)	3	ITT 2043	Building Converged Cisco Multilayer Switched Networks (CCNP-3)	3
ITT 2032	Accessing the WAN (CCNA4)	3	ITT 2044	Optimizing Converged Networks (CCNP-4)	3
ITT 2780	Internship	1	MCST 2015	Administering the Active Directory	3
			MCST 2017	Windows Server 2003 Network Infrastructure	3
			MCST 2019	Windows Server 2003 Network Design	3

Linux System Administrator Certificate**Total Number of Credits: 16**

Program Description: Through this program, students will study the management and maintenance of complex computing environments of companies utilizing Linux/UNIX network and operating system technologies. Additionally, students will prepare for the CompoTIA Linux+industry examination.

Program Requirements:**Career Requirements: 10 credits****Select TWO courses from the following:**

MCST 2031	Linux/UNIX Shells and Scripting	3	ITT 1021	Principles of Information Security	3
MCST 2032	Linux/UNIX System Administration	3	ITT 2020	Network Security Fundamentals	3
MCST 2033	Linux/UNIX Net. Admin./Security/Troubleshoot.	3	MCST 2015	Administering the Active Directory	3
MCST 2780	Internship	1	MCST 2017	Windows Server 2003 Network Infrastructure	3
			MCST 2019	Windows Server 2003 Network Design	3

General Requirements:

- Certificates: Up to 30 earned college-level credits; one third of credits must be earned at Century College.
Diplomas: 31 to 48 earned college-level credits; one third of credits must be earned at Century College.
AAS: At least 64 earned college-level credits (numbered 1000 or above). At least 20 credits must be earned at Century College.
- Century college-level GPA of 2.0; Required career and occupational courses GPA of 2.0; MnTC GPA of 2.0.
- A grade of C or higher in ENGL 1021 (for Diplomas and 30 credit Certificates ONLY IF this is the Goal 1 course selected.)

Assessment: *Assessments are required for all students* before registering for classes. Students may be required to take developmental courses in English, Reading and Mathematics based upon their assessment scores. For important information and exemptions see www.century.edu/futurestudents/assessment.

References to the Minnesota General Education Transfer Curriculum (MnTC): On this guidesheet, notations such as "Goal 1-Communication: 3 credits" are used to refer to the goals of the Minnesota General Education Transfer Curriculum. Refer to the MnTC Course List for the specific courses from which students may choose to fulfill the MnTC requirements of the program, found in the catalog, the Counseling Center and on the Century website. Students should be aware that it may be necessary to select additional MnTC credits beyond the minimum required in each goal area, to reach the total MnTC/General Education credits required for their program.

Career Information: Counselors are available in the Counseling and Career Center, Room 2400 West, to assist with educational and career planning. Resources available include career interest and personality inventories and print and web-based occupational and educational information, e.g., occupational descriptions, employment outlook, earnings, education/training requirements and sources. Consult the *GPS LifePlan* link on the Century website for information on these and more resources for your career, work, and educational planning!

Transfer: Some programs are intended primarily for employment preparation rather than transfer to a four-year institution. Some courses may not transfer to a number of four-year colleges. If you are considering the possibility of transfer, you may wish to talk with a counselor or the program instructor before registering to discuss your goals and look at programs designed for transfer.

Time Limit for Meeting Graduation Requirements: See Century College catalog "Graduation" for information.

Academic Petitions: Any exceptions to the program requirements must be petitioned through the Vice President of Academic Affairs.