

COMPUTER

Support Specialist



Information Technology jobs are among the fastest growing positions in North Dakota. Today's technology needs require an increasingly specialized skill set, complete with technical expertise and communication proficiency. The Computer Support Specialist program at Bismarck State College provides students with highly marketable skills and the knowledge to meet the ever-changing technologies used in business and industry.

Bismarck State College's Computer Support Specialist graduates receive an Associate in Applied Science degree. Students also receive an extensive education in these areas:

- Microsoft Windows operating system administration
- Linux operating system administration
- Cisco router and switch administration
- Operating system security
- Network security
- Communication skills
- Technology troubleshooting
- Critical thinking skills

Students graduate from the BSC Computer Support Specialist program with a firm understanding of how computers work, how data networks function, and how to solve technology-related problems.

Common BSC Computer Support Specialist classroom tasks include:

- Installing Windows and Linux
- Configuring routers and switches
- Updating the kernel on a Linux computer
- Configuring web, DNS, and e-mail servers
- Upgrading the memory in a computer
- Creating Ethernet network cables
- Securing a network server
- Encrypting e-mail messages
- Creating a VPN connection
- Writing scripts to automate administrative tasks

APTITUDE/PREPARATION

Successful Computer Support students have an aptitude in these areas:

- Critical thinking
- Problem-solving and troubleshooting
- Being inquisitive
- Adapting to change
- Communicating well when writing and speaking

BSC Computer Support students can add to their degrees by obtaining industry-standard certification exams from Microsoft, Cisco, Sun, CompTIA, and others through BSC's certified testing center.

CAREERS/EMPLOYMENT

Current BSC Computer Support students and graduates are highly desired by local and out-of-state businesses for IT positions and internships. These businesses often cite the comprehensive IT education and certification opportunities as reasons to employ BSC's Computer Support Specialist students.

BSC's certified faculty members constantly update the Computer Support Specialist curriculum to meet industry requirements and provide graduates with abundant opportunities in the Information Technology field.

Career Opportunities

- Computer Support Specialist
- Computer Technician
- Computer Operator
- Computer Systems Analyst
- Data Communications Analyst
- Systems Administrator
- Network Administrator
- Network Systems Analyst
- Information Systems Manager

According to Job Service North Dakota, IT occupations hold seven of the top 40 most in-demand jobs statewide. With job growth in the next decade expected to increase by 20% or more for many IT positions, BSC's Computer Support Specialist program provides students with a solid foundation to excel in the current and future workforce.

FACULTY

For more information about BSC's Computer Support Specialist program, contact Matt Frohlich, assistant professor of computer information systems, (701) 224-5581, Matthew.Frohlich@bsc.nodak.edu, or Nicklos See, computer information systems instructor, (701) 224-5528, Nicklos.See@bsc.nodak.edu

HOW TO REACH US

BSC Web site: bismarckstate.edu

Application information: 1-800-445-5073 or 1-701-224-5429 or bismarckstate.edu/prospectivestudents/application.asp

Financial Aid: 1-701-224-5494 or bismarckstate.edu/student/finaid

BSC Foundation Scholarships: 1-701-224-2486 or bismarckstate.edu/scholarships

CURRICULUM

ASSOCIATE IN APPLIED SCIENCE DEGREE

SEMESTER I.....CREDITS

College Composition I (ENGL 110)	3
Microsoft Windows	
Operating System Client (CIS 212).....	3
Linux Fundamentals (CIS 107)	3
Networking Fundamentals (CIS 265)	4
Electronic Publishing (CIS 230).....	3
Total credits	16

SEMESTER II.....CREDITS

Beginning Visual Basic (CSCI 122)	3
Implementing a Microsoft Windows Network	
Infrastructure (CIS 216)	3
Linux System Administration (CIS 223)	3
Routing Protocols and Concepts (CIS 266)	4
Microcomputer Hardware (CIS 219)	3
Total credits	16

SEMESTER III.....CREDITS

Arts & Humanities/Social &	
Behavioral Science Elective	3
Implementing a Microsoft Windows Active	
Directory Infrastructure (CIS 214)	3
Linux Network and Security Administration	
(CIS 226)	3
LAN Switching and Wireless (CIS 267)	4
Database Design and SQL (CIS 204)	3
Elementary Statistics (MATH 210)	3
Total credits	19

SEMESTER IV.....CREDITS

Fundamentals of Public Speaking (COMM 110)	3
Implementing Microsoft Windows Server	
Applications (CIS 213)	3
Implementing a Microsoft Windows Server	
Environment (CIS 215).....	3
Accessing the WAN (CIS 268)	4
Computer and Network Security (CIS 255)	3
Network Architecture and Design (CIS 269).....	3
Total credits	19