

COMPUTER APPLICATION SPECIALIST, CERTIFICATE

Program Code: CC.COMPAPPSPECIAL

The Computer Application Specialist program prepares students for a variety of technical support careers including help desk, training, and design positions. The course work emphasizes development of analytical and problem-solving skills in addition to specific hardware and software configurations. Cooperative work experience (CWE) is supervised real-world experience that supplements the academic classroom environment.

For information contact Diane Sargent, 503-594-3830 or dianes@clackamas.edu.

Outcomes

Related Instruction Outcomes

Computation

- 3 credits - See [Related Instruction](#) for course list
- Use appropriate mathematics to solve problems.

Communication

- 1 course - WR-101 Communication Skills: Occupational Writing or WR-121 English Composition
- Read actively, think critically, and write purposefully and capably for professional audiences.

Human Relations

- 3 credits - See [Related Instruction](#) for course list
- Engage in ethical communication processes that accomplish goals.

Program Outcomes

Upon successful completion of this program, students should be able to:

- operate, install, manage, and troubleshoot major desktop operating systems;
- apply sophisticated word processing and spreadsheet development techniques and provide support to businesses using word processing and spreadsheet applications;
- use HTML and CSS, along with current web editing software, to create standards-compliant websites or support a front-end web development team;
- integrate into a help desk or IT support team to provide professional customer service and application training;
- exhibit good teamwork skills and serve as effective members of project teams;
- articulate and justify technical solutions to an audience through oral, written, and graphical communication.

Requirements

Course	Title	Credits
Fall Term		
CS-140	Introduction to Operating Systems	4
CS-160	Computer Science Orientation	4
CS-227	Computer Hardware & Repair	4

Course	Title	Credits
WR-101 or WR-121	Communication Skills: Occupational Writing or English Composition	3-4
Credits		15-16
Winter Term		
CS-135S	Microsoft Excel	3
CS-135W	Microsoft Word	3
CS-151	Networking I	4
CS-240W	Windows Desktop Administration	3
Credits		13
Spring Term		
BA-103	Business Strategies for Computer Consultants	3
CS-135DB	Microsoft Access	3
CS-225	Computer End User Support	3
CS-240L	Linux Administration I	4
Credits		13
Summer Term		
CS-125H	HTML & Web Site Design	3
CS-280	Computer Science/CWE	3
Computation requirement		3
Human Relations requirement		3
Credits		12
Total Credits		53-54

Careers

Career opportunities include:

- web designer
- database specialist
- software trainer
- software installation and maintenance engineer
- computer applications specialist
- client support representative
- customer service engineer
- help desk technician
- software consultant