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 Debra Carino, 503-594-3170 or dcarino@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 Workplace Writing or WR-227Z Technical Writing
- 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;
- provide web and application support to businesses;
- 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

Fall Term		Credits
CS-140	Introduction to Operating Systems	4.00
CS-227	Computer Hardware & Repair	4.00
WR-101 or WR-227Z	Workplace Writing or Technical Writing	4.00
Electives (p. 1)		3.00-4.00
	Credits	**15-16**
Winter Term		
BA-119 or BA-120	Project Management Practices or Project Management Fundamentals	2.00-4.00
BA-169Z	Data Analysis Using Microsoft Excel	4.00
CS-151	Networking 1	4.00
CS-240W	Windows Desktop Administration	3.00
	Credits	**13-15**
Spring Term		
BA-103	Business Strategies for Computer Consultants	3.00
CS-135DB	Microsoft Access	3.00
CS-225	Computer End User Support	3.00
CS-240L	Linux Administration 1	4.00
	Credits	**13**
Summer Term		
CS-125H	HTML & Web Site Design	4.00
CS-280	Computer Science/CWE	3.00
Computation requirement		3.00
Human Relations requirement		3.00
	Credits	**13**
	Total Credits	**54-57**

Electives

Code	Title	Credits
BA-101Z or BA-103	Introduction to Business Business Strategies for Computer Consultants	3.00-4.00
BA-264	Project Management Tools	3.00
Any CS course numbered CS-125 or higher not included in the program		3.00-4.00

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