

LOCATION: KC Metro

Computer Support Specialist with Customer Service Professional

Program Description:

The Computer Support Specialist program provides students with knowledge in computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems.

Most computer/system support roles also require a high level of effective customer service, so we have also included the NRFF Customer Service and Sales certification preparation and exam.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.

Program Details:

Hardware: Identifying, using and connecting hardware components and devices

Windows Operating Systems: Install and support Windows operating systems (OS) including client support and command line

Software Troubleshooting: Troubleshoot mobile device and PC issues including application security support

Networking: Describe the types of networks and connections including Wi-Fi, SOHO and TCP/IP

Hardware and Network Troubleshooting: Troubleshoot network and device issues

Security: Identify and protect against security vulnerabilities on devices and related network connections.

Mobile Devices: Install and configure laptops and other mobile devices

Operational Procedures: Follow best practices for safety, environmental impacts, communication and professionalism

Other Operating Systems and Technologies: Understand Mac OS, mobile OS and Linux Computer

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites: 18 years of age or older, HS Diploma or equivalent, basic to intermediate computer proficiency, basic 8th grade math and reading skills.

Contact Hours (including out of class work): 200

Delivery Format: Instructor-led

Expected Award: State of Missouri Certification | CompTIA A+ Certification | NRFF Customer Service Certification

Tuition: \$3,495 (includes, books, fees and exam costs if applicable)

For more information, visit ucmo.edu/workforce or contact us at extstudies@ucmo.edu.