
CIS 162 - PC Desktop Support

5.0 Credits

Advanced topics in desktop support. Development of problem-solving skills used in supporting the desktop user. Students work in teams to create and manage their own helpdesk. Emphasis on trouble- shooting, problem-solving, and customer support. Prerequisite: [CIS 100](#) with a minimum grade of 2.5, or concurrent enrollment or equivalent experience.

Course Objectives

Upon successful completion of this course, students will be able to:

1. Setup defaults for and troubleshoot the installation of several Microsoft Operating Systems and MS Office. [REASON]
2. Effectively utilize a knowledge base to solve a computer problem. [REASON]
3. Create and implement maintenance and backup plans. [REASON]
4. Install and configure hardware and amp; software for devices such as a hard disk, CD-ROM, scanner, printer, sound card, digital camera, etc. [REASON]
5. Set up and run a mock help desk, working in a team environment. [COMMUNICATE]
6. Educate and train others on various operating systems and applications. [COMMUNICATE]
7. Facilitate customer service and support. [COMMUNICATE]
8. Effectively communicate with customers and fellow team members. [COMMUNICATE]
9. Research, create and give an oral presentation. [COMMUNICATE]