

# CITY - DESKTOP SUPPORT TECHNICIAN I - CERTIFICATE OF PERFORMANCE

## **PROPOSAL INFORMATION**

**Action Proposed:**Program Revision

**Proposal Originator:**David Kennemer

**Proposed Start:**Fall 2021

### **Need for Proposal:**

2-year program review; Revise program and award description; Revise career options; Updated course title change for INWT 111.

### **Attached Documents:**

[COE LMI - Cloud Technician Occupations 1](#)  
[COE LMI - Computer Occupations All Other](#)  
[COE LMI - Information Technology \(Imperial County\)](#)  
[COE LMI - Information Security Analysts](#)  
[COE LMI - Information Technology Administrators](#)  
[COE LMI - Software Developers Applications](#)  
[OccProfile, CA LMI SOC15-1122](#)  
[OccProfile, CA LMI SOC15-1132](#)  
[OccProfile, CA LMI SOC15-1142](#)  
[OccProfile, CA LMI SOC15-1151](#)  
[OccProfile, CA LMI SOC15-1199](#)  
[Narrative Fall 2021](#)

**Origination**

**Date:**10/06/2020

## **PROGRAM & AWARD INFORMATION**

### **Award Description:**

The Certificate of Performance in Desktop Support Technician I provides students with an introductory level study in administering and supporting computers and operating systems. This curriculum includes hands-on experience in virtual environments that simulate real-world scenarios in installation, administration, and troubleshooting of computer hardware and software. This pathway includes preparation for industry-recognized certifications geared towards preparing students for a successful career in IT roles that are vital for building, protecting, and maintaining information and technology assets.

### **Program Description:**

The expanding field of Information Technology (IT) comprises various facets, including network administration and cybersecurity, telecommunications, computer support, computer science, software programming, and system analysis and design. Almost every company's business strategy relies on the use of information systems in order to succeed and grow into the future. For this reason, San Diego City College's Computer Information Systems Program offers a bridge between business, computer science, and information technology.

The Computer Information Systems program offers transfer and certification programs in the information system and information technology fields. These programs include computer literacy; application, web, and database programming; database administration; and a variety of vendor specific and vendor neutral industry-standard certification training. The roles of the various information system professionals are to design, implement, operate, and maintain a computer information system. These professionals also provide services in the networking areas such as systems engineers, systems administrators, security analysts, and network specialists.

Graduates of the program possess an applied knowledge of fields, such as web

programming, system infrastructure, databases, networking, e-business, project management, data center management, security, and information assurance.

**Program Goals:**

This section is no longer updated in CurricUNET.

**Program Emphasis:**

**Career Options:**

Some careers in the Information Technology (IT) field require education beyond the associate degree. Careers in the IT field include: computer consultant, help desk technician, instructional lab technician, sales specialist in computer hardware and software, support technician, IT management, computer assembler, systems integrator, network administrator, network specialist, systems engineer, computer operator, systems analyst, and systems administrator.

**COURSES REQUIRED FOR THE MAJOR:**

**UNITS**

INWT 100	A+ Certification Training *Active*	4
INWT 111	Windows Desktop Administration *Approved*	3

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Total Units		<b>7</b>
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**DATES & CODES**

**CIC Approval:** 12/10/2020

**Board Approval:**

**TOP Code:** 0708.00

**State Approval:**

**State Approval (Unique) Code:**

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