

Official Program Outline



HERZING[®]
— UNIVERSITY —

DIPLOMA IN INFORMATION TECHNOLOGY - TECHNICAL SUPPORT (DBITTS)

(Please see the *Undergraduate Program Offerings by Campus* chart in the catalog or on the Herzing Website at www.herzing.edu/career-programs/downloads for a list of Herzing campuses offering this program.)

PROGRAM DESCRIPTION

The Diploma in Information Technology - Technical Support program provides students with an understanding of foundational IT skills needed to support both users and information systems in typical organizational environments.

PROGRAM OUTCOMES

Upon completion of this program students should be able to demonstrate the ability to:

1. Apply industry standards to the implementation and support of network systems and computer devices.
2. Demonstrate the principles of information technology security.
3. Demonstrate the apply to use and support industry-standard IT software, systems and infrastructures

POTENTIAL OCCUPATIONAL TITLES

Potential occupational titles for this program include, but are not limited to, Computer Customer Support Specialist, Computer Help Desk Representative, Computer Help Desk Specialist, Computer Support Technician, Desktop Support Specialist and Technical Support Analyst.

PROGRAM CONTENT

A minimum of 24.00 semester credit hours is required for graduation.

REQUIRED COURSES

All courses, 24.00 semester credit hours, are required.

Course Number	Course Name	Prerequisites/Corequisites	Semester Credit Hours
IS 127 or	Internet Foundations or	None	3.00
IS 122	Programming Logic	None	
IS 123	Computer Networks	None	3.00
IS 183	Database Concepts and Applications I	IS 122 or IS 127	3.00
IS 187	Computer Architecture and Troubleshooting I	None	3.00
IS 192	Linux Administration	IS 123	3.00
IS 283	Network Security	IS 192 & NT 181	3.00
NT 181	Network and Server Operating Systems	IS 123 or IS 188	3.00
NT 201	Network Infrastructure Administration	NT 181	3.00