# Information Technology: Information Support and Services: Information Technology - Computer Support Specialist

## Career Pathway Plan of Study

This Career Pathway Plan of Study (based on the Information Support and Services Pathway of the Information Technology Career Cluster) can serve as a guide, along with other career planning materials, as learners continue on a career path. Courses listed within this plan are only recommended coursework and should be individualized to meet each learner’s educational and career goals. *This Plan of Study, used for learners at an educational institution, should be customized with course titles and appropriate high school graduation requirements as well as college entrance requirements.

### EDUCATION LEVELS

<table>
<thead>
<tr>
<th>EDUCA TION LEVELS</th>
<th>GR ADE</th>
<th>English/Language Arts</th>
<th>Math</th>
<th>Science</th>
<th>Social Studies/Sciences</th>
<th>Other Required Courses</th>
<th>*Career and Technical Courses and/or Degree Major Courses for Information Support and Services Pathway: IT - Customer Support Specialist</th>
<th>SAMPLE Occupations Relating to This Pathway</th>
</tr>
</thead>
<tbody>
<tr>
<td>SECONDARY</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Amery High School</td>
<td><img src="#" alt="Account Manager" /> <img src="#" alt="Applications Integrator" /> <img src="#" alt="Call Center Support Representative" /> <img src="#" alt="Customer Service Representative" /> <img src="#" alt="Data Systems Designer" /> <img src="#" alt="Database Administrator" /> <img src="#" alt="Database Analyst" /> <img src="#" alt="E-Business Specialist" /> <img src="#" alt="Help Desk Specialist" /> <img src="#" alt="Information Systems Architect" /> <img src="#" alt="Instructional Designer" /> <img src="#" alt="Maintenance Technician" /> <img src="#" alt="PC Support Specialist" /> <img src="#" alt="PC Systems Coordinator" /> <img src="#" alt="Product Support Engineer" /> <img src="#" alt="Support Engineer" /> <img src="#" alt="Systems Analyst" /> <img src="#" alt="Technical Communicator" /> <img src="#" alt="Testing Engineer" /></td>
</tr>
<tr>
<td></td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><img src="#" alt="Account Manager" /> <img src="#" alt="Applications Integrator" /> <img src="#" alt="Call Center Support Representative" /> <img src="#" alt="Customer Service Representative" /> <img src="#" alt="Data Systems Designer" /> <img src="#" alt="Database Administrator" /> <img src="#" alt="Database Analyst" /> <img src="#" alt="E-Business Specialist" /> <img src="#" alt="Help Desk Specialist" /> <img src="#" alt="Information Systems Architect" /> <img src="#" alt="Instructional Designer" /> <img src="#" alt="Maintenance Technician" /> <img src="#" alt="PC Support Specialist" /> <img src="#" alt="PC Systems Coordinator" /> <img src="#" alt="Product Support Engineer" /> <img src="#" alt="Support Engineer" /> <img src="#" alt="Systems Analyst" /> <img src="#" alt="Technical Communicator" /> <img src="#" alt="Testing Engineer" /></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><img src="#" alt="Account Manager" /> <img src="#" alt="Applications Integrator" /> <img src="#" alt="Call Center Support Representative" /> <img src="#" alt="Customer Service Representative" /> <img src="#" alt="Data Systems Designer" /> <img src="#" alt="Database Administrator" /> <img src="#" alt="Database Analyst" /> <img src="#" alt="E-Business Specialist" /> <img src="#" alt="Help Desk Specialist" /> <img src="#" alt="Information Systems Architect" /> <img src="#" alt="Instructional Designer" /> <img src="#" alt="Maintenance Technician" /> <img src="#" alt="PC Support Specialist" /> <img src="#" alt="PC Systems Coordinator" /> <img src="#" alt="Product Support Engineer" /> <img src="#" alt="Support Engineer" /> <img src="#" alt="Systems Analyst" /> <img src="#" alt="Technical Communicator" /> <img src="#" alt="Testing Engineer" /></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><img src="#" alt="Account Manager" /> <img src="#" alt="Applications Integrator" /> <img src="#" alt="Call Center Support Representative" /> <img src="#" alt="Customer Service Representative" /> <img src="#" alt="Data Systems Designer" /> <img src="#" alt="Database Administrator" /> <img src="#" alt="Database Analyst" /> <img src="#" alt="E-Business Specialist" /> <img src="#" alt="Help Desk Specialist" /> <img src="#" alt="Information Systems Architect" /> <img src="#" alt="Instructional Designer" /> <img src="#" alt="Maintenance Technician" /> <img src="#" alt="PC Support Specialist" /> <img src="#" alt="PC Systems Coordinator" /> <img src="#" alt="Product Support Engineer" /> <img src="#" alt="Support Engineer" /> <img src="#" alt="Systems Analyst" /> <img src="#" alt="Technical Communicator" /> <img src="#" alt="Testing Engineer" /></td>
<td></td>
</tr>
</tbody>
</table>

Articulation/Dual Credit Transcribed-Postsecondary courses may be taken/moved to the secondary level for articulation/dual credit purposes.

### WITC-IT-COMPUTER SUPPORT SPECIALIST

**Written Communication; Oral/Interpersonal Communication**  
**Math with Business Applications**  
**Introduction to Psychology**  
**Accounting Principles: MS Word A; MS Word B; MS Word C; Computer and Internet Concepts; Hardware/Software Installation; Logic Structures; Computer Operating Systems 1: Computer Operating Systems 2: Spreadsheet Applications; Web Authoring with HTML**

**Year 13**  
**Technical Reporting**  
**Economics; Introduction to Ethics: Theory and Application**  
**Job Quest**  
**Network Security; Microsoft LAN Administration; NetWare LAN Administration; Network+; Microcomputer Database (Beginning); Microcomputer Database (Advanced); PC Troubleshooting/Upgrading; Case Projects in Information Systems**

### Advanced Standing Option  
Transcripted Credit Option  
Master's Required

**Year 15**  
WITC has articulation agreements with the following institutions for students who graduate from WITC with an Associate Degree in Information Technology - Computer Support Specialist. Students should check with the institution they wish to transfer to for specific courses and credits that transfer.  
PRIVATE: Bellevue University, Bellevue, Nebraska or Online Program – Capella University, Online Programs – Franklin University, Online Programs – Lakeland College, Sheboygan, WI – Upper Iowa University, Fayette, IA or Online Programs

**Year 16**  
Credits may transfer to other institutions. Check with admissions advisors at institutions for specific course and/or credit transfers.

---

Project funded by the U.S. Department of Education (VO51B020001)