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

**Career Pathway Plan of Study for**
- Learners
- Parents
- Counselors
- Teachers/Faculty

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>Year</th>
<th>Subject</th>
<th>9</th>
<th>10</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Math</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Science</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Social Studies/Sciences</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Other Required Courses</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- *Career and Technical Courses and/or Degree Major Courses for Information Support and Services Pathway: IT - Customer Support Specialist*

### SAMPLE Occupations Relating to This Pathway

- Account Manager
- Applications Integrator
- Call Center Support Representative
- Customer Service Representative
- Data Systems Designer
- Database Administrator
- Database Analyst
- E-Business Specialist
- Help Desk Specialist
- Information Systems Architect
- Instructional Designer
- Maintenance Technician
- PC Support Specialist
- PC Systems Coordinator
- Product Support Engineer
- Support Engineer
- Systems Analyst
- Technical Communicator
- Testing Engineer

---

**WITC IT-COMPUTER SUPPORT SPECIALIST**

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
- **UW:** UW-Stout

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

---

**SECONDARY Career Pathway Plan of Study for**

- Learners
- Parents
- Counselors
- Teachers/Faculty

Interest Inventory Administered and Plan of Study Initiated for all Learners

Courses with advanced standing and/or transcripted credit are indicated in RED.

- Frederic High School

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

**Year 13**

<table>
<thead>
<tr>
<th>Written Communication; Oral/Interpersonal Communication</th>
<th>Math with Business Applications</th>
<th>Introduction to Psychology</th>
<th>Accounting Principles; MS Word: Computer and Internet Concepts; Hardware/Software Installation; Logic Structures; Computer Operating Systems 1: Computer Operating Systems 2: Spreadsheet Applications; Web Authoring with HTML</th>
</tr>
</thead>
</table>

**Year 14**

<table>
<thead>
<tr>
<th>Technical Reporting</th>
<th>Economics; Introduction to Ethics: Theory and Application</th>
<th>Job Quest</th>
<th>Network Security; Microsoft LAN Administration; NetWare LAN Administration; Network+; Microcomputer Database (Beginning); Microcomputer Database (Advanced); PC Troubleshooting/Upgrading; Case Projects in Information Systems</th>
</tr>
</thead>
</table>

**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
- **UW:** UW-Stout

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

---

**Year 16**

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