COURSE DESCRIPTION

Prerequisite: ITSW 1405 and (ITSW 1404 or ITSC 2421) OR (ITSW 1404 or ITSW 2434) or (ITSW 1407 or ITSW 2437) or instructor approval.

Diagnosis and solution of users hardware and software related problems with on-the-job and/or simulated projects.

The main purpose of this course is to provide students with a comprehensive understanding of the helpdesk environment and the knowledge, skills, and abilities necessary to work in the user support industry. Students will learn problem-solving and communication skills that are very valuable when providing user support. Through hands-on exercises and case projects students will learn how to apply their knowledge and develop their ideas and skills. They will also learn how to work individually and in teams which will prepare them for a team-oriented work environment.

This is a 4 credit hour course. (2 Lec., 4 Lab.)

WECM END-OF-COURSE OUTCOMES: Demonstrate rapport with users in problem-solving situations; analyze user problems and lead them through solutions; maintain problem logs; and formulate problem-solving methodologies.

STUDENT LEARNING OUTCOMES:

Upon successful completion of ITSC 2439, students will be able to:

- Identify end-user software and hardware.
- Analyze user problems and communicate possible solutions.
- Evaluate and document, including the planning, writing and documenting of procedures.
- Select the necessary tools to troubleshoot and fix a problem.
- Apply customer service skills using call center technology and face to face communication techniques.

COURSE MATERIALS


4 - 3 1/2" High Density disks with labels, CDs or USB Flash Drive, E-mail Address

A student of this institution (El Centro College) is not under any obligation to purchase a textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.
**Major Course Requirement**

Student will complete START HERE Assignments.
Students will complete Discussion Board items on a weekly basis.
Students will complete a Learning Style Inventory.
Students will complete hands-on activities and some case projects that help them practice and apply troubleshooting techniques used to solve computer problems.
Students will complete study guide questions on each chapter.
Students will complete help desk operations, key term definitions, and exercises in user support.
Students will complete exercises to practice and develop customer service skills, communication skills, interpersonal skills to be able to apply these skills when interacting with supervisors, management, and internal and external customers.
Students will complete End-of-Chapter Check Your Understanding assignments and discussion questions which will evaluate the student’s skills performance of each chapter on the following topics:

**Subject Matter**

Topics covered in the lecture portion of the course include:
- Introduction to User Support
- Customer Service Skills for User Support Agents
- Skills for Troubleshooting Computer Problems
- Common Support Problems
- Help Desk Operation
- User Support Management
- Product Evaluation Strategies and Standards
- End-User Needs Assessment Projects
- Installing and Managing End-User Computers
- Training Computer Users
- Writing for End Users
- A User Support Utility Tool Kit
- Comprehensive Review

**Disclaimer**

The provisions contained in this syllabus do not constitute a contract between the student and El Centro College. These provisions may be changed at the discretion of the Coordinator/Instructor. When necessary, appropriate notice of such changes will be given to the student.

The instructor-of-record may provide additional information to enhance the course to meet the needs of the enrolled students, provided that the enhancements do not conflict with the official course syllabus.

**Policies**

Students should click on the links below and read all of these policies.

- General institutional policies
- Course-related institutional policies