

Help Desk and Desktop Support – Level 1

2011-12

Department Requirements (Total Department Units: 12)

<i>2011-12 Course No.</i>	<i>Previous Course No.</i>	<i>Title</i>	<i>Units</i>	<i>Institution & Course No.</i>	<i>Grade</i>	<i>Units (s/q)</i>	<i>Term</i>
• CIS 101(none) Intro to Computers & Information Systems 4.0				
• CIS 111(none) Computer User Support 2.0				
• CIS 112(none) Help Desk Concepts 2.0				
• COMP 101(COMAP 101/CIS 109)	... Introduction to Computer Applications 4.0				

Skills Competency Award Requirements: Students must complete the above courses with a grade of C or higher or Pass in all courses. Candidates for a Skills Competency Award are required to complete at least 20% of the department requirements through SBCC.

Additional Program Information

For further information, contact the Counseling Center, 965-0581, Ext. 2285, or Esther Frankel, Department Chair, 965-0581, Ext. 2224. Check your Skills Competency Award progress with DARS U-Achieve at www.sbccc.edu/DARS.

Programs of Study (In alphabetical order)

Accounting (AS) Accounting/Assistant Bookkeeper I-IV [I-III (D); IV (C)] Accounting Information Systems I-III (SCA) Acute Care CNA (SCA) Administration of Justice (AA/AS/C) – 3 emph. available for AS & C, 1 for AA Advanced Studies in Alcohol and Drug Counseling (SCA) Alcohol and Drug Counseling (AA/C) Animation (AA/C) Anthropology (AA) Applied Photography (AA/C) Art (AA) - 2 emphases available Associate Child Care Teacher (C) Automotive Services & Technology (AS/C)	History (AA) Home Health Aide (SCA) Honors (C/C with highest honors) – 2 emphases available Hospitality (AS/C) Hospitality Operations Specialist (SCA) Human Resource Hospitality Specialist (SCA)
Baking and Pastry (SCA) Biological Sciences (AA) Bio-Medical Sciences (D) Black Studies (AA) Bookkeeping (SCA) Business Admin. (AA/C/SCA) – 3 emphases available for AA, 2 for C, 2 for SCA Business Communications (SCA)	Infant/Toddler Development (C) Information Technology Management (SCA) Interior Design (AA/C) International Business (AA/C) International Marketing Communication (SCA) Introduction to Teaching English as a Foreign Language (SCA)
Cancer Information Management (AS/C) Certified Nursing Assistant (SCA) Chemistry (AA) Chicano Studies (AA) Cisco Networking Associate (SCA) Cisco Networking Professional (SCA) Commercial Diving (SCA) Commercial Music (C) Communication (AA) - 2 emphases available Computer App. & Office Managem. (AS/C) - 2 emphases available Computer Information Systems (AS) – Emph. in System Administration available Computer Network Engineering (AS/C) Computer Networking Technology (SCA) Computer Proficiency Online (SCA) Computer Science (AS/C) Cosmetology (AS/C) Creative Writing (C) – 2 emphases available Culinary Arts (AS/C)	Journalism (AA/C) – 3 emphases available Landscape Operations (SCA) Law & Society (AA) - Emphasis in Criminal Justice available Liberal Arts & Sciences (AA) – 4 emphasis available Liberal Studies (AA) – Emphasis in Education
Database Programming and Applications Development (C) Diagnostic Medical Sonography (C) Digital Darkroom and Color Management for RGB (SCA) Diversity Issues in ECE (C) Drafting/CAD (AS/C)	Manicure (SCA) Marine Diving Technician (AS/C) Marine Science (D) Marketing (AA/C) Mathematics (AA) Media Arts (AA/C) Media Design and Development (SCA) Medical Coding Specialist (C) Microsoft Office Development (SCA) Microsoft SQL Server Database Administration (SCA) Microsoft Windows System Administration and Security (SCA) Middle East Studies (AA) Mobile Application Developer (SCA) Mobile Device Administration (SCA) Mobile Media Core (SCA) Music (AA/D)
Early Childhood Education (AS/C) Economics (AA) Emergency Medical Technician/Basic (SCA) Engineering (AA/AS) English (AA) Entrepreneurship (SCA) – 3 emphases available Environmental Horticulture (AS/C) - 4 emphases available for AS, 1 for C Environmental Studies (AA) Esthetician (SCA) – 2 levels available Ethnic Studies (AA)	Native American Studies (AA) Natural History (AA/D) Nursing - ADN (AS)
Film Production (AA) Film Studies (AA) Finance (AA/C) French (AA)	Office Assistant (SCA) PC Support/Network Management (C) Personal Chef Training (SCA) Philosophy (AA) Photo Design (SCA) – 3 awards available Physical Education (AA) - 3 emphases available Physics (AA/AS) Political Science (AA) Post-Professional Practice in ADC (C) Print and Color Management for CMYK (SCA) Psychology (AA)
Game Design (D) Geography (AA) Geological Sciences (AA) Global Studies (AA) Graphic Design & Photography – Graphic Design Concentration (AA/C) Graphic Design (C) Great Books Curriculum (D)	Radiography (AS) Real Estate (AS/C)
Health Care IT Workforce Training (SCA) Health Information Technology (AS) Help Desk and Desktop Support (SCA) – 2 levels available	Sales and Marketing (SCA) School-Age Care (C) Sociology (AA) Spanish (AA) Sustainable Horticulture (SCA)
	Technical Writing (SCA) Theatre Arts (AA) - 3 emphases available and 1 department award Transfer – CSU General Education Breadth Pattern (C) Transfer – IGETC (C)
	Virtualization System Administration (SCA) Vocational Nursing (AS/C)
	Water Science (C) - 4 options available Web Journalism (SCA) Web Marketing and Media Design (SCA) Web Programming (SCA) Web Server Administration (SCA)

Key: (AA)=Associate in Arts; (AS)=Associate in Science; (C)=Certificate of Achievement; (D)=Department Award; (SCA)= Skills Competency Award



Santa Barbara City College

Help Desk and Desktop Support – Level 1

2011-12

Skills Competency Award in Help Desk and Desktop Support – Level 1

Upon completion of the Skills Competency Award in Help Desk and Desktop Support – Level 1, the following competencies will be achieved:

- Communicate with computer users
- Log support service calls
- Perform root cause.

Job Opportunities

The SCA in Help Desk and Desktop Support – Level 1 will prepare students for working as a Help Desk Technician, Computer Support Analyst, and a Computer Support Technician.

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