

Professional Technical Studies

PATHWAY: Information Support & Services

CLUSTER: Information Technology

Computer User Support

- Provides troubleshooting for hardware and software
- Employs technical and computer tools to perform task in the most cost-effective manner

Management of Software Systems

- Evaluates appropriateness of software for specific projects

Hardware Design, Operation & Maintenance

- Demonstrates knowledge of how hardware components interact and how conflicts arise

Networking Concepts

- Identifies the basic broadcast topologies

System Administration & Control

- Establishes and maintains user accounts on multiple systems

Project Management

- Develops time and activity plan to achieve objective
- Coordinates plan with team, cross-functional groups, or individuals

Technical Writing & Documentation

- Gathers information from selected print and electronic sources

Quality Assurance Processes

- Identifies safety responsibility within organization

Communication Skills

- Demonstrates the ability to assist customers in a professional manner

Problem Solving & Critical Thinking

- Prepares reports and other business communications, integrating graphics and other nontext elements