



## Occupational Aide Readiness (OAR) Project

FVTC Occupational Aide Technical Diploma Series

**\* PROPOSED – IT Service Desk Assistant**

<b>Target Audience:</b>	<ol style="list-style-type: none"> <li>1. High school students transitioning to technical college.</li> <li>2. Students who would not otherwise consider college.</li> <li>3. Current FVTC students who would benefit from additional support.</li> </ol>																																																
<b>Description:</b>	The IT Service Desk Assistant will assist the help desk personnel by supporting and installing computer software and hardware. This area of study will provide not only the technical skills needed to start working in a help desk, it will also provide the communication skills needed to communicate effectively with computer users in solving their technical challenges.																																																
<b>Course Requirements:</b>	<table border="0" style="width: 100%;"> <tr> <td style="text-align: right;">10-890-100</td> <td>College Success 1</td> <td style="text-align: right;">1 credits</td> </tr> <tr> <td style="text-align: right;">31-809-300</td> <td>Human Relations</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">31-809-304</td> <td>Workplace Diversity</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">31-801-320</td> <td>Essential Workplace Communication</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: right;">31-804-310</td> <td>Essential Workplace Math</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: right;">31-890-309</td> <td>Personal Leadership</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">31-890-308</td> <td>Workplace Organization</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">10-890-103</td> <td>Employability Strategies</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="text-align: right;">10-107-184</td> <td>IT Concepts</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">10-107-150</td> <td>Microcomputer Applications</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">10-154-102</td> <td>IT Customer Service Skills</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">10-154-103</td> <td>Help Desk Concepts</td> <td style="text-align: right;">4</td> </tr> <tr> <td style="text-align: right;">10-154-107</td> <td>Desktop Management</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">10-154-105</td> <td>Advanced Desktop Management</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: right;">10-107-114</td> <td>Information Technology Internship 2</td> <td style="text-align: right;">2</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total: 32 Credits</b></td> <td></td> </tr> </table> <p>Dual credit or advanced standing may be available pending a H.S. articulation agreement.</p>	10-890-100	College Success 1	1 credits	31-809-300	Human Relations	2	31-809-304	Workplace Diversity	2	31-801-320	Essential Workplace Communication	3	31-804-310	Essential Workplace Math	3	31-890-309	Personal Leadership	2	31-890-308	Workplace Organization	2	10-890-103	Employability Strategies	1	10-107-184	IT Concepts	2	10-107-150	Microcomputer Applications	2	10-154-102	IT Customer Service Skills	2	10-154-103	Help Desk Concepts	4	10-154-107	Desktop Management	2	10-154-105	Advanced Desktop Management	2	10-107-114	Information Technology Internship 2	2	<b>Total: 32 Credits</b>		
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<b>Graduates will be able to:</b>	<ul style="list-style-type: none"> <li>• Demonstrate responsible workplace behaviors.</li> <li>• Demonstrate professional workplace communication, teamwork, and self-advocacy.</li> <li>• Apply basic mathematical reasoning in workplace settings.</li> <li>• Install basic software applications for desktop, laptop, and mobile devices.</li> <li>• Install basic hardware and accessories for desktop, laptop, and mobile devices.</li> <li>• Answer basic user questions regarding desktop, laptop, and mobile device operation.</li> <li>• Answer basic user questions regarding the use of common business software applications.</li> <li>• Train users in the proper care and use of computers and mobile devices.</li> <li>• Develop basic training materials for the proper care and use of computers and mobile devices.</li> <li>• Communicate effectively with software, hardware, and mobile application suppliers.</li> <li>• Communicate effectively with end users and co-workers.</li> </ul>																																																
<b>Career Pathway:</b>	Occupational courses may apply toward the IT Service Desk Assistant → IT – Help Desk Support Specialist technical diploma → IT Computer Support Specialist AAS.																																																

\*Program approval by the FVTC District and WTCS boards is required.