



Course Syllabus

COMPUTER SUPPORT HELP DESK ITSC 2339

Course Description:

Gain knowledge, skills, and abilities needed to work in the support industry. Perform diagnosis and solution of hardware- and software-related problems. The student will learn to establish rapport with users in problem solving situations, analyze user problems and lead the user through solutions; maintain problem logs and formulate problem-solving methodologies

Lab Recommended

Prerequisite: None

Semester Hours Credit: 3

Lecture Lab Hours: 2/4

Prerequisite: None

Text: *COMPUTER USER SUPPORT F/HELP DESK+...*

Author BEISSE

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Course Learning Outcomes:

Upon successful completion of this course the student will:

1. Identify the role of computers and the types of end users and their resource needs.
2. Identify the role of the user support employee and the various functions and services.
3. Identify the positions and career paths for user support staff.
4. Identify the customer service skills for user support staff.
5. Learn to communicate with customers effectively to solve problems.
6. Identify strategies for handling difficult customers and incidents.
7. Develop incident management procedures.
8. Develop troubleshooting strategies.



9. Identify web-based tools and diagnostic programs for support.
10. Identify procedures for successful troubleshooting.
11. Use help desk software to document systems and track customer calls.
12. Identify common support problems.
13. Define help desk operations and management.
14. Define a training procedure for end users.
15. Use Critical Thinking skills for problem solving.
16. Use writing skill to document technical procedures and problem solutions.

Evaluation Methods:

1. Tests
2. Hands-on projects
3. Written/research projects
4. Lab Work

Student Learning Outcome:

Social Responsibility: Students will utilize Social Responsibility skills by Identifying the End User’s problems, vulnerabilities and Expectations. Assessment for this SLO will be measured through a hands on exercise, based on chapter 4 of the course material. The target for this SLO is based on 90% of the class demonstrating a passing score on the exercise with a 70% or better grade.

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Special Needs Services: Students with special needs, including physical and learning disabilities, who wish to request accommodations in this course should contact the Student Development Office as soon as possible to make arrangements; this should occur no later than the second week of class or as soon as the student has the



documentation on the disability and requested accommodation per a certified medical or psychological professional. In accordance with federal law, a student requesting accommodations must provide documentation of disability to the Student Development Advisor.

For more information, contact: in Alice at sdalice@coastalbend.edu ; Beeville at sdbeeville@coastalbend.edu ; Kingsville at sdkingsville@coastalbend.edu; and Pleasanton at sdpleasanton@coastalbend.edu.

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NOTE: The College website (www.coastalbend.edu) serves as the main source with the most current version of the Coastal Bend College Board Policies and the Coastal Bend College Catalog.

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