2023-24 Academic Year

COMPUTER INFORMATION SYSTEMS > INTEGRATED TECHNOLOGY SUPPORT

The wide and growing field of technology often demands assistance and training for users. If you have a passion for computers and a desire to aid people in proper use of technology, the Integrated Technology Support concentration could be the perfect fit for you. This program will prepare you to perform troubleshooting of computer hardware, software, and related systems. You'll be able to effectively deliver technical assistance, advice, and other forms of support and training to users of information systems, and have the skills to manage the entire tech support department of an organization. You'll master a range of technologies and tools to support the performance of work in this field. You'll explore the art and science of serving end users at all levels. You'll also learn interaction and people skills to complement your technical skills so you can make a difference in the field of tech support.

fast facts

Hours:
57 hours for concentration
30 hours in general education

At least 120 hours are required for graduation from Wayne State College. You may add a second major, minor, or electives to help meet these requirements.

Degrees offered: B.A. or B.S.

Department: Computer Technology and Information Systems

School: Business and Technology

Internship: Encouraged but not required

Popular minors: Business Administration, Criminal Justice, Geospatial Technology, Sport Management

focus on results

Skills Learned

- Computer hardware setup/maintenance
- Operating systems configuration and maintenance
- Networking support essentials
- Telecommunications/voice-over-IP setup and support
- Robotics networking and support skills
- Computer hardware troubleshooting
- Computer applications support essentials
- Operating systems troubleshooting
- Accessing technical and end-user documentation

Possible Careers

- Director of IT support
- IT help desk staff or manager
- Hardware or operating system deployment specialist
- Network technician
- IT project manager
- End-user or applications support specialist
- Robotics support technician or deployment specialist
- End-user training specialist or manager

Types of Employers

- IT departments
- Computer hardware or applications vendors
- Computer repair centers
- IT product retailers
- Network or internet service providers
- Telecommunications companies
- End-user support and training providers
- Schools, colleges, and universities
- Manufacturers
- Research and development departments
- Law enforcement agencies

outside the classroom

Visit www.wsc.edu/clubs to learn more about clubs and organizations on campus.

Activities / Opportunities

- Programming and robotics competitions
- Guest speaker events
- IT facility tours
- Workshops and presentations
- Peer tutoring and mentoring
- Service-Learning
- Study Abroad

Clubs / Organizations

- Association for Computing Machinery (ACM)
- Upsilon Pi Epsilon (International Computing Honorary)
- SkillsUSA

Sample program of study

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Every effort is made to ensure this information is current, but please be aware that some content may have changed. There is no substitute for developing a careful course registration plan in consultation with your advisor. The class sequence listed is suggested only. The final decision rests with the student and academic advisor.

Freshman - 1st Semester
CIS 132 Principles of Computing and Information Systems 3
CSC 150 Programming Fundamentals I 3
CSC 165 Intro to Web Development 3
General Studies

Freshman - 2nd semester
*BUS 142 Survey of Accounting 3
MAT by advisement
General Studies

Sophomore - 1st semester
CIS 171 Networking I 3
General Studies

Sophomore - 2nd semester
*BUS 208 Business Communications 3
CIS 271 Networking II 3
CIS 366 Intro to Database 3
General Studies

Junior - 1st semester
*BUS 260 Management Theory and Practice 3
CIS 352 Introduction to Enterprise Computing 3
CIS 360 Computer Information Systems: Analysis and Design 3
CIS 372 Computer Hardware and Operating Systems 3
CSC 380 Operating Systems 3
General Studies

Junior - 2nd semester
CIS 430 Management Information Systems 3
CIS 472 Advanced Computer Hardware and Embedded Systems 3
Electives
General Studies

Senior - 1st semester
CIS 369 IT Support and Management 3
CSC 378 Robotics 3
Committee-approved elective 3
Electives
General Studies

Senior - 2nd semester
CIS 477 Project Management 3
CIS 480 Seminar in Computer Information Systems 3
Electives
General Studies

The CIS/CSC elective courses approved by the Computer Technology and Information Systems Department are:
BUS 408 Business Ethics 3
CIS 271 Networking II (approved elective, but NOT 300 level) 3
CIS 371 Networking III 3
CIS 375 Intro to E-Commerce 3
CIS 430 Management Information Systems 3
CIS 466 Advanced Database 3
CIS 471 Networking IV 3
CIS 475 Topics in Computer Information Systems 3
CIS 477 Project Management 3
CSC 345 Computer Graphics 3
CSC 380 Operating Systems 3
CSC 450 Server Security and Management 3

*Courses may be taken either semester during the year indicated.

computer information systems faculty

Visit www.wsc.edu/ctis to learn more about the Department of Computer Technology and Information Systems.

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