2026-27 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

Credit hours: 57

Students must also take 30 credit hours of General Studies courses. A total of 120 credit hours are needed to graduate from WSC. Additional majors or minors can be

Degree options: B.A. or B.S.

Department: Computer Technology and Information Systems

School: Business and Technology

Popular pairings: Business Administration, Computer Science

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

- Career Scholars Program
- Programming and robotics competitions
- 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

Courses and outcomes

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The following courses are required for the program of study described on this sheet. Every effort is made to ensure this information is current, but please be aware that some content may have changed. To develop a plan for registering and taking these courses, please consult the current academic catalog and your advisor.

Program courses

Computer Information Systems Core Courses

CIS 132 Principles of Computing and Information Systems	3
CIS 171 Networking I	3
CIS 360 Software Engineering I	3
CIS 361 Software Engineering II	3
CIS 366 Introduction to Database	3
CIS 372 Computer Hardware and Operating Systems	3
CIS 430 Management Information Systems	3
CIS 480 Seminar in Computer Information Systems	3
CSC 150 Programming Fundamentals I	3
CSC 165 Web Development I	3
CSC 302 Fundamentals of Artificial Intelligence	3
CSC 380 Operating Systems	3

Integrated Technology Support Concentration Courses

CIS 271 Networking II	3
CIS 272 Principles of Cybersecurity	3
CIS 369 IT Support and Management	3
CIS 472 Advanced Computer Hardware and Embedded Systems	3
CIS 477 Project Management	3
CIS 479 Technology Planning, Implementation, and Management	3
CSC 378 Robotics	3

Student learning outcomes

1. Apply the foundational concepts of computer information systems
2. Work in team settings found in computer information systems contexts
3. Communicate in professional computer information systems contexts
4. Establish a plan for maintaining professional relevance in computer information systems
5. Apply an appropriate ethical framework to a computer information systems ethical dilemma

computer information systems faculty

Visit www.wsc.edu/computer-technology-information-systems-department to learn more about the Department of Computer Technology and Information Systems.

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Revised on: 5/8/26