

## WITHLACOOCHEE TECHNICAL COLLEGE

2019-2020

### Technology Support Specialist - TSS

#### Instructor

Andy Dillersberger (Mr "D")

[dillersbergera@citrusshools.org](mailto:dillersbergera@citrusshools.org)

352-726-2430 ext. 4378

Program Length      600 Hours

#### Program Description

Students will gain a complete, step-by-step approach for learning the fundamentals of supporting and troubleshooting computer hardware and software. This course maps to Florida DOE Post-Secondary Technology Support Specialist (Y100100) program. It prepares you to take the CompTIA A+ 220-1001 and CompTIA 220-1002 Exams so you can earn your CompTIA A+ industry certification.

#### Courses and Timeline

This is a single semester program (600 seat hours) covering 47 standards. This course is a recommended prerequisite to the Network Systems Administration program (B079300).

#### Progress

All standards must be met to complete the program. Not all students progress at the same pace and are not required to. There are minimum pacing requirements in order to complete this program on time and prepare for the certification exams.

#### Industry Certifications

This program prepares you to take the [CompTIA 220-1001](#) and [CompTIA 220-1002](#) exams. You will earn the CompTIA A+ certification when you pass both exams.

This program also prepares you to take the CIW Internet Business Associate certification.

#### Grade Scale

100-90%	A
89-80%	B
79-70%	C
69-60%	D
Below 59%	F

#### How You Are Evaluated

- 50% of your grade is **classroom** work.
  - Working on the curriculum
  - Working on assignments
  - Completing work in a timely fashion.
  - Taking tests

- If tests or progress is not documented in Schoology, it is not completed.
- 15% of your grade is **hands-on labs, activities**.
  - Performing activities so you learn the material. This is for your benefit.
  - Turning in assignments in Schoology. If it's not turned in, it's not completed.
- 10% of your grade is **employability** skills. Would I hire you? It's a simple rubric.
  - 100% - I would certainly hire you based on your employability traits.
  - 67% - I may hire you depending on other applicants. If hired, I would require a trial period (30 or 60 days).
  - 33% - You would need to make significant improvements before I hired you.
  - 0% - I would not hire you.
- 20% of your grade is attendance.
- 5% of your grade is completing the Question of the Day

### Physical Requirements of Industry

This program is not a lecture style program. The curriculum is a combination of computer based learning and hands-on activities. You will be expected to be able to sit at a desk in front of a computer for extended periods of time. You will be wearing headphones for extended periods of time to do class work. Although there are class discussions, we do our best to maintain a quiet learning environment.

### Safety

You will be expected to follow industry best practices regarding safety. This will be covered in the program. For example; wear an electrostatic discharge (ESD) strap, unplug or remove a battery before working on an electronic device.

### Attendance

Refer to the WTC Student Handbook for the school's attendance policy. Also, refer to the program's rules and expectations document on how unscheduled time away is calculated.

Attendance percentage is "time present" divided by "scheduled course hours". Once you have that percentage, you use the rubric below to determine your attendance grade.

Attendance Percent	Attendance Grade Percent
99-100	100
96-98.9	90
92-95.9	80
88-91.9	70
84-87.9	60
80-83.9	50
75-79.9	25
Below 75	0

For example, if you attended class 250 hours (time present) and the scheduled course hours is 300 hours, your attendance percentage is 83.3%. You attended class 83.3% of the time. This means your attendance grade is 50%.

### Discipline

Refer to WTC Handbook. Refer to the program's rules and expectations document for more information.

You are in an adult program. It is expected that discipline will not be necessary. Students are expected to exercise self-discipline. A pleasant and fair classroom situation will exist if each member of the class cooperates with each other and places the needs of the class ahead of their personal needs. Complete respect for each other is always expected.

Failure to comply with the program's rules and expectations will result in one verbal warning. Second offense will result in a referral to administration. Administration will then decide the appropriate action which can include being put on a contract, suspended, or removed from the program.

### Dress Code

- Refer to the most recent copy of the student handbook for WTC policy in this area.
- No flip flops or open toed shoes allowed (Safety reasons).
- No shirts in bad taste.
- No pajamas
- No head coverings like hats, caps, hoodies. Exceptions need to be approved by administration.

### Housekeeping Tasks

- Phones need to be on silent and put away
- Water only in a spill proof container is allowed at your desk, all other drinks go in a designated area.
- No eating at your desk
- Maintain a clean desk
- Clean-up after yourself in the lab and shop area

### Recommended Websites/Resources

- ComptTIA [certifications](https://www.comptia.com/certifications) [bit.ly/2HpYNR L](https://bit.ly/2HpYNR L)
- uCertify [certifications](https://www.ucertify.com/certifications) [bit.ly/2QeuKg q](https://bit.ly/2QeuKg q)
- Florida Department of Education's Technology Support Specialist [Curriculum Frameworks](https://www.fde.org/curriculum-frameworks)  
[bit.ly/30CfNd 4](https://bit.ly/30CfNd 4)

### Unique to Program

This program is part of the information technology industry. This industry provides great pay and is in high demand. It is also very broad. It ranges from entry level positions in a help desk, to hands-on positions fixing computers, to supporting a network, programming, web design, to a variety of security careers. Security careers include forensics, ethical hacking, and protecting a company from intruders.

In all levels of the information technology field you will find folks who started their careers by being self-taught, earning certifications, or earning bachelors, masters, and doctorate degrees. There is no right path to start a career in the information technology industry. However, there are certain traits you should develop to be successful.

To be successful in this program, you will need to be able to learn and memorize information. You will also need to integrate that information and see how each part fits into the big picture. You will need to be able to ask the right questions and use logic to fix problems. You will also need to develop soft skills like communicating orally and in writing, presenting information, and work in a team.

Technical skills + Soft skills = Success!