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## Computer Support Specialist



## Program Application Deadline Extended Through Friday, April 10. Get Your Seat Now!

[IT Program Application](#) [1] [Criteria and Score Sheet](#) [2] [Information Session](#) [3]

### Description

If you are seeking a wide variety of knowledge and skills to work on desktop computers, small business wired and wireless networks, and printing/document imaging devices, look no further than CWI's Computer Support Specialist program. At CWI, we will develop your understanding of electrical and mechanical components, industry tools, networking functions, computer hardware and software troubleshooting, and introduce computer virtualization. This course covers computer security and the CompTIA Security+ certification.

All students accepted into the program must submit to a criminal background check at their own expense.

### Mission

The College of Western Idaho (CWI) provides a Computer Support Specialist program that will prepare you with advanced, market-relevant skills that employers recognize and respect as well as opportunities to connect with a global community of industry professionals.

## Why This Program

Every business has computers and IT technicians continue to be in demand. This program also covers soft skills, such as customer service and professionalism, and skills needed for the CompTIA A+, Network+, and Security+ certifications. Depending on your level of completion, you may earn a Technical Certificate, Advanced Technical Certificate, or Associate of Applied Science degree in this field.

## What You Will Learn to Do

- Provide computer hardware and software tech support
- Build, install, and maintain PCs, servers and peripherals
- Be able to provide Help Desk and Field Support for a business's IT needs
- Learn how to protect and safely remove viruses and malware from computers
- Develop the soft skills needed for a career in Information Technology
- Troubleshoot Microsoft Windows technologies

## Clubs



## Business Professionals of America

Business Professionals of America is the leading CTSO (Career and Technical Student Organization) for students pursuing careers in business management, office administration, information technology and other related career fields. BPA has 43,000...

## Gainful Employment

For more information about our graduation rates, the median debt of students who have completed the program, and other important information, please visit our website at [cwidaho.cc/ge](http://cwidaho.cc/ge) [4]

## Associate of Applied Science Degree for Computer Support Specialist

Degree Type:

AAS

Length:

24 Months

Delivery Formats:

Traditional

## Advanced Technical Certificate for Computer Support Specialist

Degree Type:  
ATC  
Length:  
16 Months  
Delivery Formats:  
Traditional

## Technical Certificate for Computer Support Specialist

Degree Type:  
TC  
Length:  
12 Months  
Delivery Formats:  
Traditional

## Program Specific Dates

Friday, April 10, 2015— Program Application Deadline

Program applications are accepted January 12 through April 10, 2015.

<http://cwidaho.cc/file/information-technology-program-application>  
[5]

\* General important dates also apply to all credit based programs.

## Important Dates for Credit Programs

	<b>Fall 2014</b>	<b>Spring 2015</b>	<b>Summer 2015</b>
<b>Registration Open</b>	April 14	November 10	April 13
<b>Financial Aid Priority Date</b>	July 14	December 1	May 11
<b>Admission Deadline</b>	August 8	December 22	May 15
<b>Tuition and Fees Due</b>	August 22	January 9	May 29
<b>Last Day to Register</b>	August 22	January 9	May 29
<b>Classes Begin</b>	August 25	January 12	June 1*

\*Some classes begin before this date. See [class schedule](#) [6] for more information.

Please refer to our [Important Dates](#) [7] for more information.

## Skills, Traits, and Prep Classes

- CISA requirements
- Keyboarding
- General computer skills

- Ability to learn
- Basic understanding of how computers work is helpful
- Good communication and writing skills are helpful
- Ability to troubleshoot complex problems is helpful

## Financial Aid Available

Did you know that as a student in this program you may be eligible for financial aid? Through grants, [scholarships](#) [8], and loans, more than 60 percent of first-time, full-time CWI students receive some form of financial assistance. To learn more about financial aid options and whether you may be eligible, visit [Financial Aid](#) [9].

## Tuition and Fees

Tuition for a full-time CWI student averages half the cost of a state university and a third of the cost of a private college. Tuition and fees vary based on program and residence. Visit [Tuition and Fees](#) [10] for more information.

## Advising

Navigating your way through college can be confusing, especially if you try to go it alone. CWI One Stop Student Services offers advising assistance, to help in deciding which courses you need to take to complete your educational goals. Visit [Advising](#) [11] for more information or contact [One Stop Student Services](#) [12] to schedule an appointment.

Admission into the Computer Support Specialist program requires a separate application process and is competitive.

[Register Early!](#) [1]

## Career Information

The Computer Support Specialist program will develop a technician's understanding of electrical and mechanical components and industry tools, as well as computer hardware and software and networking functions, plus an introduction to Virtualization. The Computer Support Specialist program also covers soft skills such as customer service and professionalism, and provides the skills needed for the CompTIA A+, PDI+, Network+, and Security + certifications. Upon completion of the full program, students will have taken their CompTIA A+ and Security+ certification exams.

Professions

- Computer Support Specialist
- Computer Repair Technician
- Help Desk Technician
- MFP/Printer Repair Technician

## Locations



### Ada County Campus Pintail Center

1360 S. Eagle Flight Way, Boise, ID 83709

## Program Contact



[13]

[Bartt Anderson](#) [13]

Assistant Professor

[Business & Information Tech](#) [14]

208.562.2521

[barttanderson@cwidaho.cc](mailto:barttanderson@cwidaho.cc) [15]

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**Source URL:** <http://cwidaho.cc/program/computer-support-specialist>

### Links

[1] <http://cwidaho.cc/file/information-technology-program-application>

[2] <http://cwidaho.cc/file/information-technology-program-application-ranking-criteria-and-score-sheet>

[3] <http://cwidaho.cc/file/information-technology-competitive-entry-information-sessions>

[4] <http://cwidaho.cc/ge>

[5] <http://cwidaho.cc/http>

[6] <http://cwidaho.cc/current-students/class-schedule>

[7] <http://cwidaho.cc/dates>

[8] <http://cwidaho.cc/scholarships>

[9] <http://cwidaho.cc/financialaid>

[10] <http://cwidaho.cc/tuition>

[11] <http://cwidaho.cc/advising>

[12] <http://cwidaho.cc/contact>

[13] <http://cwidaho.cc/person/faculty/bartt-anderson>

[14] <http://cwidaho.cc/department/business-information-tech>

[15] <mailto:barttanderson@cwidaho.cc>