

Master Syllabus

CIS 2711 - Enterprise Desktop Support Technician

Division: Business and Public Services

Department: Computer Information Systems

Credit Hour Total: 3.0

Lecture Hrs: 3.0

Prerequisite(s): CIS 1107 AND CIS 2731

Date Revised: March 2016

Course Description:

Intermediate and advanced problem solving techniques for Windows desktop operating systems. Includes network and cloud applications and remote access administration. Configure and problem solve operating system functions in real world hands on labs.

General Education Outcomes:

- ▣ Critical Thinking/Problem Solving Competency
- ▣ Computer Literacy Competency

Course Outcomes:

Windows Client Systems

Identify and resolve performance issues and hardware failure. Analyze hard drive utilization and optimize virtual memory.

Assessment Method: Locally developed exams

Performance Criteria:

70% or higher on locally developed tests.

Assessment Method: Simulations

Performance Criteria:

70% or higher on labs

Desktop Application Issues

Identify and resolve issues with software installation, configuration, permissions, and licensing restrictions.

Assessment Method: Locally developed exams

Performance Criteria:

70% or higher on locally developed tests.

Assessment Method: Simulations

Performance Criteria:

70% or higher on labs

Mobile Users

Identify and resolve wireless connectivity issues. Check and resolve problems with signal strength, wireless profiles, and mobile devices.

Assessment Method: Locally developed exams

Performance Criteria:

70% or higher on locally developed tests.

Assessment Method: Simulations

Performance Criteria:

70% or higher on labs

Outline:

Desktop Application Issues
Manage Systems that Run Windows Client
Identify and Resolve Networking Issues
Support Mobile Users
Causes of Security Issues