

# INFORMATION TECHNOLOGY: END-USER SUPPORT, B.TECH.

**Major Code:** 1504

Current students majoring in this program are currently completing their course of study. Moving forward, content from this program has been transitioned to the closely associated Computer Support Services Concentration within our Information Technology B.Tech. program. Interested students are strongly encouraged to explore that option.

Businesses and organizations need information to create competitive advantages in today's dynamic business world. As an End User Support specialist, you will be an integral part of a successful business operation.

Specialized software, intricate network designs, and mission critical hardware help to keep the pace of business moving. An End User Support specialist will provide appropriate level response and support for the end user. Often times an End User Support specialist is the first line of defense when customers face problems or defects with software, network or hardware infrastructure. As an End User Support specialist, you will need to have good judgment, clear communication skills and the ability to solve complex problems.

Duties and tasks that are required of an End User Support specialist will include diagnosing computer hardware and networking devices, troubleshooting software programs accurately and quickly. The End User Support degree program here at SUNY Morrisville provides students with the skills to build troubleshoot and repair computer hardware, networking infrastructure and software programs. Students will develop a strong base in problem solving skills with live lab simulations and a hands-on approach to learning. You will gain a solid foundation in hardware components, operating systems, networked environments, and commonly used software packages. Your educational experience will be supported by a robust information technology infrastructure. Students receive practical hands-on experience in their field of study using client and server machines in a high-speed networked environment. These systems support the latest software packages for graphics, animation, web development, databases, voice and data communications, programming, server administration, multimedia development and information security.

## Student Learning Outcomes

Upon successful completion of this program, students will be able to:

- Analyze needs and develop an appropriate and effective training program(s) for adult learners.
- Identify, assess, utilize and/or deploy the various tools of the trade relative to support professionals.
- Demonstrate computer software and hardware maintenance skills.

## Curriculum Requirements

A minimum of 120 credits is required for degree completion.

Code	Title	Credits
CITA 110	Intro Information Technology	3
CITA 120	Computer Concepts & Op Sys	3
CITA 140	Introduction to Programming	3
CITA 190	Intro to LINUX/UNIX Systems	3
CITA 200	Data Communications Networking	3

CITA 210	Visual Languages & Devel Tools	3
CITA 220	Systems Analysis	3
CITA 300	Computer System Support Mainte	3
CITA 360	Oper Systems & Software Deploy	3
CITA 395	Internship Orientation Seminar	1
CITA 405	Project Management	3
CITA 440	Design Managing Org Training	3
CITA 460	Organizational & End User IS	3
CITA 480	Internship Information Tech	12
BSAD 116	Business Organization & Mgmnt	3
BSAD 300	Management Communications	3
CITA 100-200 Lower Division Electives as advised		3
CITA 300-400 Upper Division Electives as advised		3
100-200 CITA, ACCT, or BSAD Lower Division Electives as advised		6
300-400 CITA, ACCT, or BSAD Upper Division Electives as advised		9
GNED 100	First Year Experience	2
COMP 101	Composition and Research	3
COMP 310	Advance Tech Communication	3
SUNY General Education Mathematics as advised		3
Liberal Arts & Science Electives as advised		21
General Electives as advised		12
<b>Total Credits</b>		<b>120</b>

## Suggested Course Sequence

Course	Title	Credits
<b>Year 1</b>		
<b>Fall</b>		
CITA 110	Intro Information Technology	3
CITA 140	Introduction to Programming	3
CITA Elective as advised		3
COMP 101	Composition and Research	3
SUNY General Education Mathematics as advised		3
GNED 100	First Year Experience	2
<b>Credits</b>		<b>17</b>
<b>Spring</b>		
CITA 120	Computer Concepts & Op Sys	3
CITA 190	Intro to LINUX/UNIX Systems	3
BSAD 116	Business Organization & Mgmnt	3
Liberal Arts & Sciences Electives as advised		6
<b>Credits</b>		<b>15</b>
<b>Year 2</b>		
<b>Fall</b>		
CITA 200	Data Communications Networking	3
CITA 210	Visual Languages & Devel Tools	3
General Electives as advised		6
Liberal Arts & Sciences Elective as advised		3
<b>Credits</b>		<b>15</b>
<b>Spring</b>		
CITA 220	Systems Analysis	3
100-200 CITA, ACCT or BSAD Lower Division Elective as advised		3
COMP 310	Advance Tech Communication	3
Liberal Arts & Sciences Electives as advised		6
<b>Credits</b>		<b>15</b>
<b>Year 3</b>		
<b>Fall</b>		
CITA 300	Computer System Support Mainte	3
BSAD 300	Management Communications	3

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300-400 ACCT, BSAD or CITA Upper Division Elective as advised	3
Liberal Arts & Sciences Electives as advised	6
<b>Credits</b>	<b>15</b>
<b>Spring</b>	
CITA 360 Oper Systems & Software Deploy	3
300-400 ACCT, BSAD or CITA Upper Division Electives as advised	6
General Electives as advised	6
<b>Credits</b>	<b>15</b>
<b>Year 4</b>	
<b>Fall</b>	
CITA 395 Internship Orientation Seminar	1
CITA 405 Project Management	3
CITA 440 Design Managing Org Training	3
CITA 460 Organizational & End User IS	3
General Electives as advised	6
<b>Credits</b>	<b>16</b>
<b>Spring</b>	
CITA 480 Internship Information Tech	12
<b>Credits</b>	<b>12</b>
<b>Total Credits</b>	<b>120</b>