

TECHNICAL SUPPORT INTERNSHIP

BUS 351/352 • Semester, year

Course description*

This student-run help desk prepares students to provide first-line technical support to students, support staff, and teachers. Students are trained to listen, observe, and assess general end-user issues. The hands-on classroom environment gives students the opportunity to learn how to troubleshoot hardware, software, and network problems, as well as process service tickets and inventory stock. Students have individualized career pathways of study that include customer service and leadership, coding in JAVA or Python, Apps, CompTIA A+, MOS (Microsoft Office Specialist), and Google Apps. A two-day summer bootcamp is a course requirement. This course may be repeated.

Credit weight*

College Prep

[Link to published core curriculum map*](#)

Priority Standards*

Create an electronic career portfolio demonstrating acquired skills and TSI achievements.

Troubleshoot and repair Chromebook hardware and software issues/Demonstrate proficiency with using Google Apps and other Leyden systems by educating and supporting students and teachers.

Demonstrate understanding of ticketing systems by creating, editing and updating work tickets.

Provide excellent customer service to students and teachers by using proper greetings, documenting issues, providing information regarding repairs and fees and solving issues efficiently.

Validate proficiency in a technology related area (student choice) by completing assignments and projects (pathway) and/or obtaining certifications.

Grading Categories*

(Common for all instructors of this course)

Category Percent Weights*

(Common for all instructors of this course)

Projects

Grading is based on a set of standards. To see all course grading standards, click [here](#).

100%

Leyden High School D212 Common Grading Scale*: 90 - 100 A; 80-89 B; 70 - 79 C; 60 - 69 D; Below 60- F

Other information: Certification information

Students have the ability to become certified in a few technology areas. All certifications are recognized by the industry. There may be costs associated with these certifications. Students will be provided that information (if applicable).

- **CompTIA A+:** The objective of this pathway is to allow students to independently pursue CompTIA A+ certification. This certification validates foundation-level knowledge and skills necessary for a career in IT support. CompTIA A+ certification is mandatory for the service technicians in many technology companies including Dell, Intel, Lenovo and Ricoh. Becoming certified proves competence in areas such as installation, preventative maintenance, networking, security, and troubleshooting.
- **Microsoft Office Specialist:** The objective of this pathway is to allow students to become Microsoft Office Specialists by passing the MOS certification exam. A Microsoft Office Specialist (MOS) certification helps validate

proficiency in using Microsoft 2013 and meets the demand for the most up-to-date skills on the latest Microsoft technologies. Student who pass the certification exam show that they can meet globally recognized performance standards.

- Microsoft Technology Associate: The objective of this pathway is to allow student to become Microsoft Technology Associates in a variety of technology areas. Technology areas include software development, web development, gaming development, HTML5 application development, software testing, Office 365 Cloud, mobility & device, Windows Operating System, Windows Server administration, networking, security, and database administration.