



IT – Computer Support Specialist (10-154-3)

Associate of Applied Science
Effective 2025/2026

The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here. All courses should be taken in the order shown to help you stay on track and graduate according to your academic plan. Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.).

R-D = Racine/days, E-E Elkhorn/evenings F=Fall, S=Spring, SU=Summer

Term	Course #	Cr.	Course Title	Requisites (prereq- before/ coreq-with)	R-D	E-E
1	890-155	1	Gateway to Success (G2S)		F	F
1	*107-011	3	IT in Business ³		F	F
1	*107-193	3	IT Essentials ³		F	F
1	*150-152	3	IT Tech Skills		F	F
1	801-136	3	English Composition 11. ³	Prereq: 831-103 OR 851-757	F	F
2	*154-114	3	Hardware & Software Support ³	Prereq: 150-152 OR 107-193	S	S
2	*154-119	3	System Software Support ³	Coreq: 801-136	S	S
2	*154-122	3	Introduction to Help/Service Desk	Prereq: 107-193	S	S
2	804-134	3	Mathematical Reasoning ¹	Prereq: 854-760	S	S
	OR 804-115	5	College Technical Math 11. ³	Prereq: 834-110		
3	*150-145	3	IT Scripting		SU	SU
3	801-197	3	Technical Reporting	Prereq: 801-136	SU	SU
3	809-143	3	Microeconomics ^{1,3}	Prereq: 838-105 OR 851-757	SU	SU
	OR 809-195		Economics ^{1,3}			
3	XXX-XXX	3	Elective Course	Take 3 credits at the associate degree level. Suggested electives listed on back.	SU	SU
4	*154-113	3	IT Apps Server & Support ³	Prereq: 154-114	F	F
4	*154-112	3	Data Security & Recovery Support	Prereq: 154-114; 804-134 OR 804-135 OR 804-115	F	F
4	*154-120	3	Advanced Help/Service Desk	Prereq: 154-122	F	F
4	809-196	3	Sociology, Introduction to ^{1,3}	Prereq: 838-105 OR 851-757	F	F
	OR 809-172		Diversity Studies, Introduction to ^{1,3}			
5	*154-116	2	Emerging Technologies and Apps.	Prereq: 154-112	S	S
5	*154-118	3	CSS Skills Implementation & Career Prep	Prereq: 154-113; 801-197	S	S
5	809-198	3	Psychology, Introduction to ^{1,3}	Prereq: 838-105 OR 851-757	S	S
5	*107-177	4	IT Project Management ³	Prereq: 154-113; 801-197	S	S

Minimum Program Total Credits Required: 61

Notes associated with courses (identified by a superscript number at the end of the course title) are located on the back of the sheet.

Mastery of this course will put students on a path to achieve successful degree completion, on-time graduation, and enrich the college experience. Students are required to take this course in their first semester of enrollment. Please see an advisor for details.

= Milestone Course. Faculty have identified this course as providing a strong foundation for success throughout the program.

(*) indicates students must achieve a minimum of 2.0 ("C") or above for these major courses to meet graduation requirements.

IT – Computer Support Specialist (10-154-3)

The *IT – Computer Support Specialist* program has been designed to prepare students for a career in Information Technology, providing end-user service and support in a variety of environments, including small business, not-for-profit and enterprise-sized corporations. Topics include the architecture, use, installation, and upgrading of hardware and software, operating systems, networking, and communications as well as data security and recovery. Students will evaluate user hardware and software needs, function as a liaison between their firm and outside contractors or vendors, research emerging technologies, and provide user training for both hardware and software.

This coursework starts you down the path to earn your A+, Security+, Network+, ITIL, MS Fundamentals and Google IT Support Professional.

Program Learning Outcomes

Graduates will be able to:

1. Manage information technology hardware.
2. Manage software.
3. Support computer networks.
4. Provide end user support.
5. Solve information technology problems.

Essential Career Competencies

Gateway's six essential career competencies are the general attitudes and skills promoted and assessed by all programs. All Gateway graduates will develop skills in:

- Communication Competence
- Professionalism and Career Management
- Cultural Competence
- Critical Thinking and Problem Solving
- Teamwork and Collaboration
- Technology Competence

Admission Requirements

1. Students must submit an application and pay \$30 fee.
2. Students must meet one of the following: minimum cumulative high school GPA of 2.6 (unweighted); earned at least 12 college credits with a minimum GPA of 2.0; or complete valid reading, writing, and math placement assessments.

Graduation Requirements

- Minimum 61 credits with a cumulative GPA of 2.0 or above.
- *Minimum of 2.0 ("C") or above for these major courses.
- Complete 890-155 Gateway to Success (G2S) in the first semester.

For a complete list of Graduation Requirements, check the Student Handbook or [Graduation Requirements](#).

Suggested Electives

154-109 IT-Computer Support Specialist Internship	150-114 Network Concepts – CCNA 1
156-018 Fundamentals of IT	152-080 Databases

Notes

1. Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details.
2. See your advisor if you have questions about course selection.
3. A credit for prior learning assessment is available for this course. For more information, please contact cfpl@gtc.edu.

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for one year or take over seven years to complete. Tuition and material fees are determined by the board of the Wisconsin Technical College System. Consult My Gateway for exact fee amounts. The District reserves the right to modify, cancel, or relocate course offerings in response to factors such as low enrollment, resource availability, or other relevant considerations to ensure high-quality educational experiences. Students will be notified in writing and are encouraged to meet with their Academic Advisor to adjust their academic plan.