

**IT Technician Pathway: Stage II
 Help Desk User Support
 PREAPPROVED PROGRAM APPLICATION
 (Effective April 2016 through June 2017)**

This LAOCRC preapproval automatically endorses any LA/OC college to develop a new IT Technician pathway (ITTP) program, or substantially change an existing program to align with the statewide Information Communication Technology/ Digital Media (ICT/DM) sector IT Technician pathway: Stage II. Such programs are granted automatic regional endorsement if they are approved and listed on the statewide ICT-DM ITTP website.

This application was developed in collaboration with Gustavo Chamorro, Deputy Sector Navigator, ICT and Digital Media and the LAOCRC regional ITTP program endorsement workgroup.

Instructions to colleges:

1. Ensure your college and courses are listed on the ICT/DM ITTP webpage. <http://ict-dm.net/ittp>
2. Do not file a letter of intent for your ITTP program.
3. Complete or modify all **yellow** highlighted sections of the preapproved application below.
4. Email completed preapproved application to innovatecte@gmail.com and laocrc@rscdd.edu
5. The LAOCRC staff will verify the college and courses are listed on the ICT/DM ITTP website and then email the voting member of the college a signature page for use when submitting to the CCCC. Your program will appear on the next LAOCRC program approval agenda as an information item. Statewide Advisory minutes are available on the LAOCRC website.

Fill In Form

IT Technician II: Help Desk User Support

Proposed Program Title

Fall 2017

Projected Program Start Date

Glendale Community College

College

Glendale Community College District

District

Contact Information

JAN SWINTON

Voting Member

Dean, Workforce Development

Title

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Phone Number

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Email

Goal(s) of Program (Check all that apply):

- Career Technical Education (CTE) Transfer Other

Type of Program (Check all that apply):

- Certificate of Achievement 12-17 (or 17-27 quarter) units Certificate of Achievement 18+ semester (or 27+ quarter) units
 Associate of Science Degree Associate of Arts Degree

Reason for Approval Request (Check One):

- New Program Substantial Change Locally Approved

Program Information

0708.00

Recommended [Taxonomy of Program \(TOP\) Code](#)

32 units

Units for Major-Degree

69 units

Total Units for Degree

32 units

Required Units-Certificate

Written Form

- 1. Insert the description of the program as it will appear in your college catalog. The following is a catalog description used by the LAOCRC to preapprove the ITTP: Stage II pathway aligned certificate. Feel free to adopt this description, modify, or create your own. (See PCAH pp. 142 and 170 for requirements)**

The Help Desk User Support degree and certificate of achievement is the second stage of the statewide IT Technician pathway and prepares students to further develop their IT Technician Skills. While completing the network and server security coursework, students gain practical experience as they learn how to use Help Desk software. As student's complete coursework, they are encouraged to complete the aligned industry valued certifications such as CompTIA Network+, CompTIA Security+, Microsoft Server, and Microsoft Desktop. Students who have completed Stage 1 of the IT Technician pathway along with this stage are prepared for positions such as Computer User Support Specialists, Computer Network Support Specialists, and IT retail supervisory positions.

- 2. Rationale for the regional programs.**

The Help Desk User Support certificate of achievement program is the second stage of the statewide IT Technician pathway. This pathway was designed with faculty and industry involvement to prepare students for entry-level IT work in a short amount of time. The pathway often utilizes existing academic programs and courses, requiring minimal new course development or modification. Additionally, during this stage, students can potentially obtain up to four industry certifications, which gives them a competitive advantage in the industry. Currently, there is a high market demand for Computer User Support Specialists to provide technical assistance to computer users and Computer Network Support Specialists to analyze, test, troubleshoot, and evaluate existing network systems such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system, and perform network maintenance to ensure networks operate correctly with minimal interruption. The Help Desk User Support certificate of achievement program represents a set of in-demand skills throughout the state, based upon interviews with placement agencies, and cross-referenced with advisory groups and other Labor Market Information.

- 3. Labor Market Information (LMI) and employment outlook (including citation for the source of the data) for students exiting the program. A college may choose to use the LMI below, or use their own substantiated LMI description when applying with the CCCC (See PCAH pp. 85-88, 136, 147, 148, 165, 168, and 176)**

Stage two of the IT Pathway and/or aligned Certificate of Achievement prepares completers for employment as Computer User Support Specialists (SOC 15-1151), Computer Network Support Specialists (SOC 15-1152), First-Line Supervisors of Retail Sales Workers (SOC 41-1011), and First Line Supervisors of Non-Retail Sales Workers (SOC 41-1012). In Los Angeles and Orange County the net demand for these occupations, wage data, and overall industry outlook is substantial enough to warrant this regional preapproval for all 27 LAOCRC colleges to create and offer aligned certificates of achievement in Stage Two of the IT Pathway. Regionally, median hourly

earnings across these four occupations is \$22.81/hr. and the 2013-2021 expected growth is 9,851 jobs (11.7%) with Computer User Support Specialists (3,209 jobs/13%) and First-Line Supervisors of Retail Sales Workers (5,468 jobs/13%) predicting the greatest gains. There were 2,107 related regional completions across 16 programs (Computer Science, CIP 11.0701 was eliminated from regional completions for this calculation) for 3,893 regional openings in 2014 with Custom Computer Programming Services and Electronic stores being two of the top five industries employing these two occupations (4,721 occupation group jobs in the industry, 2015). Last, there were 34,471 total job postings for 4 Occupations in December 2015, of which 8,604 were unique. (EMSI Q3 2015)

In the COE Statewide study: Information Technology Technician Pathway Labor Market Analysis; Lori Sanchez, LA/OC COE Director, and Juan Madrigal, Research Assistant support the IT Technician Pathway developed by the ICT/DM state-wide Sector Navigator. Most notable is the 5-year ICT industry growth of 115,000 jobs by 2019. "Industries with the largest job growth in absolute terms are Scientific and Technical Consulting Services (37,719 jobs), Custom Computer Programming Services (21,673 jobs), and Computer System Design Services (17,026 jobs). Combined, these industries, are anticipating adding new jobs numbering over 76,000 over the next five years." (pg. 5)

4. List all courses required for program completion, including core requirements, restricted electives and prerequisites. The ITTP Stage II aligned course titles and course numbers must also be listed on the ICT/DM ITTP website.

Statewide Identified Skill Proficiency (Aligned industry credential in parenthesis)	IT-MC or C-ID	Course Number: Specific to your college	Course Title: Specific to your college	Units
Includes Courses and Units from ITTP Stage I				
Computer Network Fundamentals (CompTIA Network+)	ITIS 150	CS/IS 190	Introduction to Computer Networks	3.0
Systems and Network Administration/Network Operating Systems (Microsoft Server)	ITIS 155	CS/IS 197	Advanced Networking: Server Operations	3.0
Installing, Configuring, and Administering a Microsoft OS/Desktop Support Technician I (Microsoft Desktop)		CS/IS 186	Workstation Security and Support	3.0
Introduction to Information Security Systems (CompTIA Security+)	ITIS 160	CS/IS 196	Advanced Networking: Security	3.0