



## How To Enroll

**STEP 1** You may apply online at [www.cabrillo.edu](http://www.cabrillo.edu). If you have any questions, contact the Cabrillo College Admissions & Records Office in Building 100 of the Aptos campus located on 6500 Soquel Drive, phone (831) 749-6201; or in Watsonville on 318 Union Street, phone (831) 786-4701.

**STEP 2** You will receive registration information in the mail including your time to begin registering.

## Who May Enroll

Cabrillo College is open to anyone 18 years of age or older, or anyone with a high school diploma or proficiency certificate. High school students also may attend classes at Cabrillo on a limited basis with the permission of their high school principals.

## Nondiscrimination Policy

Cabrillo Community College does not discriminate on the basis of ethnic group identification, national origin, religion, age, sex, race, color, physical or mental disability, or sexual orientation in any of its policies, procedures, or practices. This nondiscrimination policy covers admission and access to, and treatment and employment in, the college's programs and activities, including vocational education programs. Limited English language skills will not be a barrier to admission to and participation in vocational education programs.

## Plan De Acción No Discriminatoria

Cabrillo Community College no discrimina a base de identificación con grupos étnicos, nacionalidad de origen, religión, edad, sexo, raza, color, incapacidad mental o física ni orientación sexual en ninguna de sus reglamentaciones, procedimientos o prácticas. Este plan de acción no discriminatoria incluye la admisión y el acceso a los programas y actividades, y el tratamiento y el empleo en los mismos, incluyendo la educación vocacional. Tener limitadas destrezas en el idioma inglés no constituirá una barrera para ser admitido o participar en los programas de educación vocacional.

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# Computer Support Specialist



*"I knew there would be opportunities for computer-related jobs, so I went through Cabrillo's CIS program. I learned the skills to successfully obtain a job at a company that needed those very skills. I now have a career working on computers with a great local health care provider. I also work on phones, patching new wires for printers, managing user accounts and troubleshooting computer and data problems. I know this field will demand even more computer support specialists because as companies grow so does the demand for computer technology and support."*

—Miguel Rodriguez



## The Profession

The CSS program at Cabrillo prepares students for a career in the field of computer technical support, as well as for transfer to a four-year university. Courses provide hands-on experience with computer hardware and software, basic networking, and help desk concepts. Communication skills, which are critical to success in this field, are also emphasized in the program. The CSS program helps prepare students for CompTIA certification exams like the A+, Network+ and Security+. CompTIA is the world's largest developer of vendor-neutral IT certification exams. Many employers value CompTIA certifications. Nearly two-thirds of IT hiring managers say CompTIA certifications have a high value in validating skills and expertise.

# Computer Support Specialist

Computers have become an integral part of everyday life—in the home, at school and at the workplace. The widespread use of computers has led to a high demand for specialists who can provide support to users and who can maintain and support computer and network systems. The U.S. Bureau of Labor Statistics projects rapid growth for the field of computer support through 2018. Job prospects should be best for college graduates who are up to date with the latest skills and technologies.\*

\* Source: U.S. Bureau of Labor Statistics



## Computer Support to the Rescue

*Cabrillo once had a problem with its telephone system, which began rejecting inbound calls. This problem occurred just one week before classes started, and prevented students from talking with counselors, instructors and financial aid specialists. Telephone systems are controlled by computers and therefore are the responsibility of the information technology groups of most organizations. When the technical support staff heard of the problem, they applied a few well-known troubleshooting techniques and brought the system up within a few hours, saving the semester for many students.*

## The Field

The field of computer support is a broad field that includes technical support, help desk and network and system administration. Technical knowledge and skills together with outstanding written and verbal communication skills are extremely important in this field. The field is ever-changing and requires continuous learning.

Computer support specialists are technology's super heroes. They know the workings of a computer inside and out. They step in and save the day when a hard disk crashes or a virus wreaks havoc on your computer.

The Computer Support Specialist Program at Cabrillo College prepares students for a variety of careers in the field of computer support.

View Computer Support Specialist classes online:  
[cabrillo.edu/programs/css](http://cabrillo.edu/programs/css)

## Help Desk Technician

Help desk technicians assist computer users with hardware and software problems. Help desk technicians field telephone calls and e-mail messages from customers who are seeking guidance on technical problems. Help desk technicians must listen carefully to the customer, ask questions to diagnose the nature of the problem, and then patiently walk the customer through the problem-solving steps.



## Technical Support Specialist

Technical support specialists provide support to users in the information processing department of a company by using specialized technical knowledge and skills. They troubleshoot problems, are responsible for the operation of the company's computer systems, and ensure that computer programs are installed properly.

## Help Desk Manager

Help desk managers manage and deliver all end-user support, coordinate all IT related changes, provide end-user training for desktop applications, and communicate effectively with technical and non-technical users. The help desk manager is responsible for planning, organizing and directing the help desk activities to ensure a high level of uninterrupted service to the end-users.

## Career Opportunities

According to the U.S. Bureau of Labor Statistics, employment of computer support specialists is expected to increase by 14 percent from 2008 to 2018 much faster than the average for all occupations.

*“There are many ways to become a computer support specialist. Having a college degree might make it easier to get jobs. Passing a certification test is another way to prepare for jobs. Computer companies and associations offer these tests. Experience working with computers is also important.”*

