



## Program Syllabus

# Network Support Services

**Program Number:** B078000

**Program Hours:** 1050

**Instructor:** Leslie Harrison  
CompTIA A+, Network+, Security+  
850- 892-1240 Ext. 5161  
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### Program Description:

The Network Support Services program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in network support services positions in the Information Technology career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Information Technology career cluster. This program offers a broad foundation of knowledge and skills to prepare students for employment.

The content includes but is not limited to instruction in computer literacy; software application support; basic hardware configuration and troubleshooting; networking technologies, troubleshooting, security, and administration; and customer service and human relations skills.

In addition, the program will provide the student with opportunities for individual growth and personal awareness, which will hopefully lead to an expansion in their interests, confidence, personal success, work ethics and skills.

The purpose of the Network Support Services program reflects Emerald Coast Technical College's mission as evidenced by the desire to provide students with the training and education that is required to function successfully in the professional workforce.

**Prerequisites:** Completion of CSIT program or CompTIA A+ certification or 2 years in the field as PC Tech

### Industry Certification/Licensure:

CompTIA Network+  
CIW Network Technology Associate

### Occupational Completion Points:

OCP	Course Number	Course Title	Length	SOC Code
A	OTA0040	Information Technology Assistant	150 hours	15-1151
B	EEV0504	Computer Support Assistant	150 hours	15-1151
C	CTS0022	Network Support Help Desk Assistant	150 hours	15-1142
D	CTS0023	Network Support Administrator	150 hours	15-1142
E	CTS0024	Senior Network Administrator	150 hours	15-1143
F	CTS0029	Wireless Network Administrator	150 hours	15-1143
G	EEV0317	Data Communications Analyst	150 hours	15-1143



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### Program objectives and outcomes include but are not limited to:

1. Perform end user support and assistance by troubleshooting and diagnosing through telephone, e-mail, remote access, or direct contact.
2. Understand, describe, and explain Internet connections.
3. Define networking terminology.
4. Explain how to connect copper media, optical media, and wireless media.
5. Perform tasks related to the network cable testing and cable making.
6. Define network topologies, devices and connections.
7. Define Ethernet fundamentals and operations.
8. Define and explain the functions of bridges and switches.
9. Define and explain the difference between routed and routing protocols.
10. Recognize, define, and explain functions of the transport layer.
11. Identify and explain static and dynamic routing protocols.
12. Describe and configure distance vector protocols.
13. Perform tasks related to network troubleshooting.
14. Examine and test networks.
15. Use oral and written communication skills in creating, expressing and interpreting information and ideas.
16. Solve problems using critical thinking skills, creativity and innovation.
17. Use information technology tools.
18. Customer service and human relations.
19. Employability skills.
20. Safe, efficient work practices.
21. Industry Certification

### Textbook:

Network+ Guide to Networks, 8th Edition by Jill West, Tamara Dean and Jean Andrews  
ISBN-13: 978-1337569330

### Online Resources:

Edmodo  
TestOut/LabSim NetworkPro  
TestOut/LabSim ServerPro Install & Configure  
TestOut/LabSim ServerPro Manage & Administer

CIW NTA

*\*Please note, the cost of online resources is included in lab fees. Students will not need to purchase additional resources.*

### Tools/Supplies/Materials:

Students will need to provide their own writing utensils and paper for note-taking purposes. Students are not required to purchase or bring their own tools for this program.



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### Grading Scale:

A	93-100
B	84-92
C	70-83
F	69 & Below

### Evaluation/Assessment:

40% Evaluation (Written Exams and Major Projects)

30% Competency/Performance Evaluation (assignments, minor projects, homework and lab activities)

20% Certification Prep

10% Trouble Tickets/Work Orders

### Satisfactory Progress:

This program is a planned sequence of instruction consisting of four occupational completion points. When the recommended sequence is followed, the structure is intended to prepare students to complete the industry certifications associated with this program of study. This program adheres to the Satisfactory Progress guidelines listed in the ECTC Catalog.

### Instructional Delivery Methods:

This program is a traditional program taught on ECTC campus. It uses a variety of instructional delivery methods including but not limited to:

- ❖ Hands-on training
- ❖ Lectures
- ❖ Videos
- ❖ Web-based programs

### Conferences and Assistance:

Please contact the instructor first. Counselors located in student services are also available.

### Classroom Location:

761 N. 20<sup>th</sup> Street DeFuniak Springs, Florida 32433  
Building 100 Room 052

### Office Location:

761 N. 20<sup>th</sup> Street DeFuniak Springs, Florida 32433  
Building 100 Room 052

### Office Hours:

Regular office hours for the instructor are 7:30-8:00 a.m. (Mon-Thurs) or as scheduled by appointment.



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### Attendance:

Attendance is mandatory. Students who believe that attendance may present a problem should discuss their situation with the instructor and with student services. Meet with instructor to schedule makeup hours. Refer to the ECTC Catalog/Student Handbook for the attendance policy.

### Meeting Times/Contact Hours:

Refer to student schedule for class meeting times.

### Equipment:

Students will use network and computer hardware/software used in the industry.

### Safety:

- Safety is priority one.
- This program follows CDC guidelines.
- Touch-free temperature and hand sanitizing stations have been installed.
- Report any unsafe conditions to the instructor immediately.
- If you are not comfortable or confident with any lab or project, stop and notify instructor.

### Emergency Procedures:

- Emergency exits are clearly marked.
- As part of regular classroom instruction, students will be asked to participate in regular safety and emergency drills.
- Fire extinguishers are located in each area.

### Rules and Regulation / Policies and Procedures:

Students will follow all rules/regulations outlined in the Program Handbook and the Emerald Coast Technical College Catalog.

### General Information:

Refer to the ECTC Catalog located at <http://www.ECTC.edu>, for additional information:

- Career and Counseling Services
- Services for Students with Disabilities
- Student Grievance Procedures
- Leave of Absence
- Withdrawal
- Forms