



The Information and Support Services pathway focuses on the design and maintenance of computing systems.

Courses associated with this pathway include Digital Literacy, Help Desk Operations, Computer Hardware and Software Maintenance, and Information Technology Internship.

At Highlands High School this includes students helping to maintain the district's 1:1 initiative. Students could become an Apple Certified Macintosh Technician (ACMT).

College and Career Options

- Apple technician
- At Home Advisor
- Help Desk Support
- Cybersecurity
- Computer Information Systems

Courses

Digital Literacy / Computer Tech 1 (060112) - Grades 9-12

| Learn | Engage |
|--------------------------------------------|---------------------|
| Use productivity software | Professional resume |
| Use information ethically | Data analysis |
| Operating system basics | Presentations |
| Identify the societal impact of technology | MOS certification |

Help Desk Operations (110102) - Grades 10-12

| Learn | Engage |
|----------------------------------------|----------------------------------|
| Identify common support problems | ACMT certification |
| Demonstrate professional communication | Real time technical support |
| Methodically problem solve | Device repair management methods |
| Use support and reporting tools | Help desk ticketing systems |

Computer Hardware and Software Maintenance (110101) - Grades 11-12

| Learn | Engage |
|-------------------------------------------------|-------------------------------------|
| Identify common basic diagnostic procedures | Device component replacements |
| Apply troubleshooting process and diagnoses | Upgrades of operating systems |
| Communication skills and professional behaviors | Communication |
| Utilize command line tasks | Beta testing applications and macOS |

Information Technology Internship (110919) - Grades 11-12

| Learn | Engage |
|----------------------------------------------------|----------------------------------------|
| Demonstrate and practice safe work habits | Authentic hands-on experience |
| Gain career awareness and test opportunity | Career related workspace and equipment |
| Receive work experience related to career interest | Classroom and workplace integration |