



MOLINE-COAL VALLEY SCHOOL DISTRICT

Technology Support Experience

Background

Nationally, computer occupations are continuing to grow at twice the rate of average occupational growth. Education requirements for computer support specialists vary. Computer user support specialist jobs require some computer knowledge but not necessarily a college degree. Applicants who have taken courses in areas such as networking, server administration, and information security may qualify for these jobs. For computer network support specialists, employers may accept applicants who have an associate's degree, although some prefer that applicants have a bachelor's degree.

Moline High School offers a variety of courses rooted in computer technology. This specific experience involves hands-on learning and application of skills related to computer repair.

Description

In a field where technology evolves rapidly, obtaining professional certification could show employers that you possess up-to-date knowledge and skills which meet industry-wide standards. Certification exams test your knowledge of computer hardware, operating systems, peripheral hardware components and networking protocols, as well as your ability to perform installation, troubleshooting and maintenance functions, such as formatting and partitioning hard drives.

Program Purpose

- To identify, train, and develop high school students interested in a technology support career or career in which technology skills are essential;
- To collaborate with Moline-Coal Valley CUSD's educational technology department in preparing students for real-world work experiences in the field of technology;
- To create a pipeline of Moline-Coal Valley graduates to be hired within the Quad City community
- To resolve student and teacher device issues quickly and efficiently while protecting school resources and preserving tax payer dollars.

Program Benefits

- Training, experience, and employability in a high-interest field
- Provide hands-on instruction and practice in repairing computers
- Experience a variety of computer-related issues and use team work and problem-solving to resolve those issues
- Have the opportunity to gain online certification in technology areas of interest.

Technology Support Curriculum Overview

Recommended Course:

Computer Applications 1 (or comparable knowledge)

This course allows students to gain a working knowledge of the Microsoft Office suite using a variety of activities. The focus of this course is on spreadsheets (Excel), The course will also incorporate word processing (Word), presentations (Powerpoint), and database (Access). Additional topics may include: digital imaging (digital camera, Photoshop, Fireworks), desktop publishing (Publisher, In-Design), and web page design (HTML, Dreamweaver). Internet research techniques and integrating applications will also be provided in this course. Information provided in this course relates to concepts that students can use in other courses, in college, and on the job. Applications will simulate many of those used by today's businesses. Any student wanting to improve his computer proficiency will benefit from this course.

Required Course: HelpDesk 1

The MHS Help Desk course is a hands-on study of technology support and integration in an educational context. Students will be required to assess problem sets throughout the day and define the best approach to addressing or solving the problem. Support of the LEAD project and chromebooks are an integral component. Students will assist with distribution, troubleshooting and use of student issued chromebooks. In addition to solving problems for students and teachers, students will be required to complete and maintain several running projects that address problems or solutions in educational technology integration. These are projects such as creating manuals, video tutorials or app evaluation, and certification training for industry certificates (such as A+ and Microsoft). The course also asks students to have a prior understanding of computer hardware and software. Additional meetings outside of the regular school day may occasionally be required. The course can be taken for a semester or a year.

Required Course: HelpDesk 2

The second year of Help Desk is an independent study course that may be taken any period of the day. An extension of Help Desk 1, students in this course will work independently or in small groups to assist with distribution, trouble shooting, and use of school-issued chromebooks as part of the LEAD Moline project. Students may also engage in independent projects related to this curriculum. Additional meetings outside of the regular school day are required. Completion of this course as a junior or senior will earn Dual Credit at Black Hawk College (BHC) for ITS 125, IT Professional Skills. There will be a fee required by Black Hawk College if the student decides to take the class for Dual Credit. If the student decides to complete the course for high school credit only, there will be NO FEE. Application and coordinator permission are required. Application for consideration for this class must be completed and may be accessed from the Counseling Center or following website: <http://bit.ly/mhshelpapp>

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