



Yonkers Extension Center

Overview of the Help Desk Program

This program prepares students for one of the most popular Information Extension (IT) jobs in the computer support field. This program provides students with the knowledge required to a Help Desk Support technician. Students will learn how to provide technical support through instruction in the installation, repair and upgrade of components in the computer systems, knowledge of processors, motherboards, memory systems, peripherals; and the basic concepts and terminology of networks.

The Certificate is intended for individuals with no prior computer experience but who possess good written and oral communication skills, as well as individuals who are currently employed in office support positions and who are at a career crossroad.

Help Desk Program - Course Descriptions

Help Desk Program - College Credit

DP 103 Computer Information Systems

This foundation course for data processing acquaints the student with current data processing hardware, software, and techniques. Concentration is on data representation, computer concepts, and I/O media and devices. Programming concepts are emphasized through writing basic programs, and students are introduced to data processing systems and applications. Students learn how to use software packages on a standard personal computer.

DP 112 PC Troubleshooting

Students will learn the technical skills necessary to diagnose computer problems through discussion, group projects, and hands-on-instruction in the installation of the hardware and software components of the personal computer as well as how software manages its hardware resources. Emphasis will be placed on the troubleshooting techniques necessary to succeed in a position such as Help Desk Support. Course learning objectives correlate to A+ certification requirements.

DP 114 Help Desk Support

Students will develop a thorough knowledge of the diagnostic techniques used to troubleshoot common hardware and software problems and current office application software as well as methods for the effective handling of phone calls, preparation of technical documentation for users, and problem resolution.

DP 214 Management Information Systems

A Management Information Systems (MIS) course emphasizing the why, what, and how of information systems. Topics include system components, systems development, life cycle, prototyping, and case tools. During lab, students apply advanced techniques with spreadsheet and database management software in business problem-solving. Business simulation software used as appropriate. OFTEC 122 Integrated Office Applications

Using Microsoft Office and strong work processing skills, students perform office administration tasks requiring integration of software programs. Students will learn to copy, link and embed text and graphics; merge an Access database with Word for Windows; export a PowerPoint presentation into Word; transform an Excel spreadsheet into a Word table; locate, copy and format documents from the Internet. Prerequisite: Word Processing and Computer Information Systems or equivalent skills.

OFTEC 212A Word Processing Applications

Students develop an understanding of word processing concepts and capabilities while learning the specific procedures of a current program such as Microsoft Word for Windows. Basic word processing and file management functions, as well as business document formats, are included. No previous computer experience is required, although keyboarding skill is recommended.

OFTEC 217 Introduction to Business Communications

Principles and strategies of effective written communications as related to current business practices; special emphasis is placed upon review of the principles of correct English grammar and usage; students analyze and edit letters and memoranda based on authentic business communications; in addition, students compose, edit, and format basic types of documents likely to be written within a business setting. All assignments must be typewritten.

MGT 101 Business Organization and Management

Surveys issues that affect the initiation, organization, and management of businesses in a society characterized by rapid change in economic, social, technological, and cultural environments. The course focuses on organization theory and management practice and examines specific topics, e.g., ownership, economic theory and practice, production, personnel, union-management relations, marketing, and financial institutions. The objectives are to provide students with a theoretical as well as practical grounding in the basic competencies essential to understanding the operational complexities of a business enterprise.

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