

# IT Program Names Descriptions

## **Information Support and Services Pathway:**

### **ArcGIS Support**

The **ArcGIS Support** State Program Area prepares students to assist with building, maintaining, modifying, and using geographic information systems (GIS) databases. Students will learn to analyze data, develop custom applications, and provide user support.

### **Computer Applications Support**

The **Computer Applications Support** State Program Area prepares students to answer questions or resolve computer problems for clients in person, electronically, or via telephone. Students learn to provide assistance in the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

### **Computer/Network Support**

The **Computer/Network Support** State Program Area emphasizes a fundamental knowledge in hardware, software and networking necessary to providing technical assistance for computer users in various work environments. Students will learn to repair, service, and troubleshoot computers and computer-related equipment and to install and configure operating systems and application software. They will apply appropriate protocols in basic networking procedures and administration. Students may learn to monitor networks to ensure network availability to all system users and perform necessary maintenance to support network availability.

### **Database Administration/Development**

The **Database Administration/Development** State Program Area prepares students to perform database administration duties such as researching, planning, developing, administering, testing and coordinating database management systems and implementing security measures to safeguard databases. Students will learn to recommend applications and operating systems to meet an organization's database requirements as a means to retrieve, analyze, extract, transform, and load data in support of the organization in achieving its strategic goals.