

General Course Information

Course Name: Network Administration II	
Department: Business	Grade Level(s) 10-12
Duration/Credits: 1 sem or 1 year/ .5 or 1.0	Prerequisites: Application, completion of Network Administration I or completion of PLTW Engineering/Computer Science course, or Department Approval.
BOE Approval Date:	Course Code H5342
Course Description:	
<p>The student-run tech support prepares students to provide first-line technical support to students, support staff, and teachers. Students are trained to listen, observe, and assess general end-user issues. The hands-on learning environment provides students the opportunity to learn how to expand on knowledge of operating systems, hardware, software, and network configurations problems as well as processing service tickets and inventory stock. Additionally, students will pursue an independent learning pathway in which they may earn certifications and/or credentialing within the field of Information Technology.</p>	
Course Rationale:	
<p>This course is an educational, experiential based option for the student who has expressed or demonstrated an interest in the field of information technology and computer science. Students apply problem-solving skills to business situations exploring computer maintenance activities. Students will analyze software problems, install software applications programs and customize defaults, connect components of a local area network, use basic network protocol and troubleshoot network problems.</p>	
Course Objectives:	
<ul style="list-style-type: none"> ● The student will read about and analyze factors relating to online citizenship and safe practices and apply safety protocols when working with equipment (A+ Reading). ● The student will successfully assemble and disassemble a personal computer and maintain a journal of field notes on the process (A+ Writing). ● The student will load and update current operating systems, operate standard applications, and install and update hardware and associated drivers. ● The student will research and perform preventative maintenance and troubleshooting procedures for various system components (A+ Research). ● The student will maintain a safe and clean working environment. ● The student will work collaboratively with the IT department to discuss and solve computer problems. (A+ Speaking and Listening) 	

- The student will use industry-standard processes, hardware, and software to meet the goals of the course.

Standards Alignment:

[DESE Network Administration Objectives](#)
[DESE Computer Science Standards](#)