



**NORTHEAST STATE**

*We're here to get you there*

**Division of Technologies**

2425 Hwy. 75 • P.O. Box 246  
Blountville, Tennessee 37617-0246  
800.836.7822 (Admissions and Records)  
Fax 423.323.0215  
www.NortheastState.edu  
2022-2023

# Computer Information Technology Systems Administration and Management

## An Associate of Applied Science Degree Program

### PROGRAM DESCRIPTION

The Systems Administration and Management Concentration focuses on the design, implementation, management and troubleshooting of computer systems. Required courses prepare students to acquire, install, configure, upgrade and secure standalone, networked and mobile systems. Areas of emphasis include Windows and Linux/Unix operating systems.

*The Computer Information Technology – Systems Administration and Management concentration is accredited by the Association of Technology, Management, and Applied Engineering (ATMAE).*

701 Exposition Place, Suite 206  
Raleigh, NC 27615  
Telephone: 919.635.8335



The Association of  
Technology,  
Management, and  
Applied Engineering

### APPLICATION PROCEDURE

A student desiring to enroll in the Associate of Applied Science degree program in Computer Information Technology – Concentration: Systems Administration and Management must:

1. Submit the Northeast State Application for Admission to the Office of Admissions and Records.
2. Indicate Computer Information Technology – Concentration: Systems Administration and Management as the desired major on the Northeast State application form.
3. See a faculty advisor from the Computer Information Technology program prior to registering for classes.

### TYPICAL PROGRAM OF STUDY

Course No.	Course Title	Credit
<b>FALL</b>		
CITC 1302	Introduction to Networking	3
EDUC 1030	College and Lifelong Learning	3
ENGL 1010	English Composition I	3
INFS 1010	Computer Applications	3
MATH 1530	Introductory Statistics	3
<b>SPRING</b>		
CITC 1300	Beginning HTML and CSS	3
CITC 1301	Introduction to Programming and Logic	3
CITC 1303	Database Concepts	3
CITC 1330	Microsoft Desktop OS	3
Elective	Communication (an approved elective from the general education core)	3
<b>FALL</b>		
CITC 1320	A+ Hardware & Software	3
CITC 1332	UNIX/Linux Operating System	3
CITC 2320	Windows Server Administration	3
CITC 2332	User Support/Help Desk	3
HUM 2350	Technology in Society	3
<b>SPRING</b>		
CITC 2326	Network Security	3
CITC 2390	CIT Capstone	3
CITC 2359	Data Center Management	3
ECON 2100	Principles of Macroeconomics	3
PHYS 1030	Survey of Physics	4
or		
PSCI 1010	Principles of Physical Science	4
Total Credit Hours		61

Additional courses may be required to overcome deficiencies in English, mathematics, and reading.

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## TYPICAL JOB OPPORTUNITIES

**Application Software Technician:** Specializes in analyzing computer operations and software responses, installing software applications, resolving user problems, and providing application training.

**Microcomputer Technician:** Designs and manages system compatibility between hardware interfaces and software applications and recommends version updates to improve performance.

**Information Center Technician:** Provides first-level support to users by resolving computer and applications problems.

## PROGRAM COMPETENCIES

The graduate is competent to:

1. Apply basic business principles, math concepts, and computational skills to business and technical problems common to computer science.
2. Demonstrate standard written and spoken English, and professional conduct to effectively communicate and succeed in a business/computer setting.
3. Select and use industry and subject specific software and hardware.
4. Apply problem-solving skills appropriate for employment in a computer and information science specialty.
5. Develop, implement, troubleshoot, and operate networks, desktop and web applications, object oriented programs and scripts, and IT security as required by a computer and information science specialty.
6. Upon completion of the program, all students will demonstrate critical thinking skills for inquiry and analysis, assimilation of facts and knowledge, and problem solving.
7. Express potential to work effectively in a team environment, exhibiting qualities of professionalism, leadership, and ethical decision-making.

## FOR FURTHER INFORMATION CONTACT:

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Dean, Technologies Division

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dsfarrell@NortheastState.edu

or

Technologies Division

Telephone: 423.354.2420

## Five-Year Job Placement Rate

88%

## Average Starting Salary\*

\$28,690

## \*Source:

Bureau of Labor Statistics, Occupational Employment Statistics Survey; Tennessee Department of Labor and Workforce Development, Labor Market Information

Northeast State Community College is part of the Tennessee Board of Regents system, Tennessee's largest higher education system, governing 40 post-secondary educational institutions with over 200 teaching locations. The TBR system includes 13 two-year colleges, 27 colleges of applied technology, and TN eCampus, providing programs to students across the state, country, and world.

Northeast State Community College does not discriminate on the basis of race, color, religion, creed, ethnic or national origin, sex, disability, age status as a protected veteran or any other class protected by Federal or State laws and regulations and by Tennessee Board of Regents policies with respect to employment, programs, and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Linda W. Calvert, Vice President for Administration & Grant Development, AffAct@NortheastState.edu, P.O. Box 246, Blountville, TN 37617-0246, 423.323.0222.

Northeast State Community College's policy on nondiscrimination can be found at <https://apps.northeaststate.edu/ie/policymanual/pol.asp?p=254>.

Northeast State Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award the associate degree. Questions about the accreditation of Northeast State may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website ([www.sacscoc.org](http://www.sacscoc.org)).