

SCANS Matrix

Program: IT Network Support Technician, Level II Certificate

NETWORKING **CIP:** 11.0901

Program: INFORMATION TECHNOLOGY AND

LIST ALL COURSES REQUIRED AND IDENTIFIED COMPETENCIES

Competencies								Course Number	Course Title	
1	2	3	4	5	6	7	8	Course Number	course ritte	
Χ	Χ			Χ	Χ	Χ	Χ	ITSC 1305	Introduction to PC Operating Systems	
Χ	Χ	Χ	Χ	Χ	Χ	Χ	Χ	ITSC 1316	Linux Installation and Configuration	
Χ	Χ			Χ	Χ	Χ	Х	ITSC 1325	Personal Computer Hardware	
Χ	Χ		Χ	Χ	Χ	Χ	Χ	ITNW 1309	Fundamentals of Cloud Computing	
Χ	Χ	Χ		Χ	Χ	Χ	Χ	ITNW 1313	Computer Virtualization	
Х	Χ	Χ	Χ	Х	Χ	Χ	Х	ITSC 2339	Personal Computer Help Desk Support	
Χ	Χ	Χ	Χ	Χ	Χ	Χ	Х	ITNW 1316	Introduction to Network Administration	
Χ	Χ	Χ	Χ	Χ	Χ	Χ	Х	ITNW 2327	Advanced Cloud Concepts	

COMPETENCY REFERENCES

8 Basic use of computers 7 Workplace Competencies: resources; interpersonal skills; information; systems; and technology. 6 Personal Qualities: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty. 5 Thinking Skills: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. 4 Speaking and Listening: Organize ideas and communicate orally; receive, attend to, interpret, and respond to verbal messages and other cues. 3 Arithmetic or Mathematics: Perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.

- 2 **Writing**: Communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
- 1 **Reading**: Locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.

SCANS Competencies Checklist

Academic Year: 2024-2025

SCANS COMPETENCIES FOR PROGRAM: IT Network Support Technician, Level II Certificate

Competency	Course where Competency is Assessed	Method of Assessment	Improvements as a Result of Assessment Findings
1 READING: Locate, understand,	-	A project that develops	
and interpret written		directory services for clients,	
information in prose and in		supports users remotely and	
documents such as manuals,		installs and configures	
graphs, and schedules.		network services.	
2 WRITING: Communicate	ITNW 1316	Written assignment project	
thoughts, ideas, information,		that describes and draws	
and messages in writing, and		clients' networks.	
create documents such as			
letters, directions, manuals,			
reports, graphs, and flow charts.			
3 ARITHMETIC OR	ITSC 1316	A Lab that establishes Linux	
MATHEMATICS: Perform basic		services, commands, and	
computations and approach		applications.	
practical problems by choosing			
appropriately from a variety of			
mathematical techniques.			
4 SPEAKING AND LISTENING:	ITSC 2339	A project that focuses on	
Organize ideas and		installing and repairing	
communicate orally; receive,		computer communication	
attend to, interpret, and		systems, including networks	
respond to verbal messages and		and peripherals systems for	
other cues.		clients.	
5 THINKING SKILLS : A worker	ITSC 1305	Hands-on labs allowed the	
must think creatively, make		students to isolate faulty	
decisions, solve problems,		components in a personal	
visualize, know how to learn,		computer system.	
and reason effectively.			
6 PERSONAL QUALITIES: A	ITSC 1305	Lab that installs, configures,	
worker must display		troubleshoots, and maintains	
responsibility, self-esteem,		virtual machines.	
sociability, self-management,			
integrity, and honesty.			
7 WORKPLACE COMPETENCIES:	HSC 1305	Managing System Storage, Set	
resources; interpersonal skills;		Up a Backup and Restore	
information; systems; and		Schedule, Use Backup and	
technology		Restore to Restore a Specific	
		File, The System Recovery	
		Environment, Change Folder	
		Ownership and Test Resulting	
O DACIC LIST OF COMPLITEDS	ITCC 122F	Permissions Labs	
8 BASIC USE OF COMPUTERS	ITSC 1325	Project that configures routers	
		and switches.	