

Program of Study: Information Support and Services



This Program of Study may serve as a graduation guide for the next four plus years, along with other career planning and educational materials. Courses listed in this model may include recommended coursework and should be individualized to students' educational and career goals. Each graduation plan needs to meet minimum high school graduation requirements. Dual Enrollment courses can be high school academic and/or career technical education courses.

	Secondary: Information Support and Services				Postsecondary		
Course/Grade	Ninth	Tenth	Eleventh	Twelfth	TCC	Degree	Bachelor of Science
English	9 th grade Lit/Composition	10 th grade Lit/Composition	American Lit/Composition	World Lit/Composition / British Lit	Entrance or Exit Point	CA71 CompTIA A+ Certified Technician Preparation - COMP 1000 Introduction to Computer Literacy * - CIST 1001 Computer Concepts - CIST 1122 Hardware Installation and Maintenance - CIST 1135 Operating Systems Concepts and Virtual Cloud Computing - CIST Elective	Entrance or Exit Point
Mathematics	Coordinate Algebra / Algebra I	Analytic Geometry / Geometry	Advanced Algebra / Algebra II	Pre-calculus			
Science	Physical Science	Biology	Chemistry	Physics			
Social Studies	Psychology	World History	US History	Government (½ unit) Economics (½ unit)			
Pathway Completer	Introduction to Digital Technology	Information Technology Essentials	Information Technology Support	Work-Based Learning, Youth Apprenticeship, or Capstone Project			
Industry Recognized Credential (Pathway Completer)		Visit the End of Pathway Assessment Page (see note below)					
Required/ Selective Electives	Health & Personal Fitness (can be taken in grades 9-12)	Fine Arts course	AP Computer Science Principles	AP Computer Science			
	Modern Language/Latin 2 units required for admissions to Georgia University System Colleges/Universities For a listing of Modern Language/Latin courses offered at your high school, please contact your advisor, counselor, or curriculum handbook.		Other Electives For a listing of other elective courses offered at your high school, please check with your advisor, counselor, or curriculum handbook.				
<p>NOTE: Students have many options to ENTER and EXIT from their academic studies into the workforce. When a student graduates from high school, they are eligible to choose one of many ENTRANCE POINT options: 1. Enroll in either a 2 or 4 year post-secondary program; 2. Enroll in an apprenticeship program or the military; or 3. Enter the workforce using technical skills learned in high school. When a student finishes a 2- or 4-year degree program, they may choose to EXIT and 1. Enroll in an apprenticeship program or the military; 2. Enroll in a professional university degree program; or 3. Enter the workforce using technical skills learned.</p>							
<p>Information Support and Services Career Pathway Completers - Industry Credentialing for High School Students Upon completion of sequenced courses in the Information Support and Services Career Pathway, students are eligible to complete the Industry-Recognized student credential for fulfillment of the End of Pathway Assessment. Secondary students completing the Information Support and Services pathway will be able to sit for the National Industry Credentialed assessment offered on-line from NOCTI, MTA, and OKCareerTech. Once mastery is reached, students will receive recognition for completion and use this credential in conjunction with their job or continuing training. For specific assessment information, refer to: http://bit.ly/GAInfoTech</p>							

The University System of Georgia offers students' higher education options at 30 institutions throughout the state, providing a wide range of academic programming including certificates and associate, baccalaureate, masters, doctoral and professional degrees.
<https://apps.usg.edu/ords/f?p=118:1:0::>
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Sample High Demand Careers in Georgia

Occupation Specialties	Level of Education Needed	Georgia Average Salary	Annual Average Openings in Georgia	2014 – 2024 Employment Outlook
Computer Hardware Engineers	Bachelor's Degree	\$94,519	39	High Demand, High Skill
Network & Computer System Admin.	Bachelor's Degree	\$83,734	246	High Demand, High Skill
Computer & Information Systems Managers	Bachelor's Degree	\$134,679	333	High Demand, High Skill

GDOL Labor Market Explorer

Go to GAFutures at www.gafutures.org for more information about your education and career planning, including valuable financial information (grants and scholarships including HOPE Program, grants and loans, FAFSA, and CSS forms).

Career Enhancement Opportunities	Career-Related Education Activities	Postsecondary Options:	Earning Postsecondary Credits While in High School
	<input type="checkbox"/> Career Awareness <input type="checkbox"/> Career Exploration <input type="checkbox"/> Instructional Related <input type="checkbox"/> Connecting <input type="checkbox"/> Work-Based Learning <ul style="list-style-type: none"> • Employability Skill Dev. • Cooperative Education • Internship • Youth Apprenticeship • Clinicals 	<ul style="list-style-type: none"> • 4-Year Universities/Colleges • 2-Year Colleges • Technical Colleges • State Registered Apprenticeships • Special Purpose Schools • On-the-Job Training • Military 	<p>A vital way to get ahead and realize you can pass college courses is by earning postsecondary credits as a high school student. Georgia offers a dual credit program titled Dual Enrollment. You need to talk with your parents, school counselor, or advisor about the proper courses to take each year in high school and dual credit.</p> <p>Students completing the course work in this Plan, will have earned/completed an Industry Credential, Technical Certificate of Credit (TCC), Associates of Applied Science Degree, and/or Bachelor's Degree.</p>
Postsecondary Transition			
<ul style="list-style-type: none"> • Students who will continue their education in a Program of Study at one of the University System of Georgia institutions should prepare to take the ACT or SAT for admissions. Tests for admissions may vary from institution to institution. Contact the selected institution for specific testing information. Additional admissions information can be found at Staying On Course. (www.usg.edu/assets/student_affairs/documents/Staying_on_Course.pdf) • Students who will continue their education in a Program of Study at one of the Technical College System of Georgia institutions should prepare to complete a placement exam. • Students who will continue their education and training in the US Military should take the ASVAB assessment. • Students should utilize electronic college and career databases to select the most appropriate postsecondary opportunities to match their selected career field, including registered apprenticeships. • Georgia's dual-credit programs have been combined into one program entitled Dual Enrollment, in which high school students may earn their high school course credits while taking college courses. 			
Related Pathway Occupations		Other Related Occupations	
<ul style="list-style-type: none"> • Computer Network Support Specialists • Computer User Support Specialists • First-Line Supervisors of Office & Administrative Support Workers • Network & Computer System Administrators • Computer & Information Systems Managers • Computer Operators 		<ul style="list-style-type: none"> • Computer Operators • Computer Hardware Engineers • Desktop Publishers • Web Administrators <p style="text-align: right;">*ONET Online</p>	

Information Support and Services Pathway Description

The increased use of computers has created a high demand for specialists to provide advice to users, as well as for day-to-day administration, maintenance, and support of computer systems and networks. Computing jobs are generally high paying, and those working in the computing profession have a high level of job satisfaction. Computing majors require a foundational knowledge of problem solving and logical thinking.

Employers will seek those with strong programming, systems analysis, interpersonal and business skills. Most employers prefer to hire those with at least a bachelor's degree and a broad knowledge of, and experience with a variety of computer systems and technologies. Certifications and practical experience are essential for persons without degrees. Most computer support specialist have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support specialists must be available 24 hours a day. As a result, many support specialists work nights and weekends.

Computer and information system managers, computer network support specialists, computer programmers, computer systems analysts, and computer user support specialists are expected to have in excess of 100,000 job openings each over the period 2010-2020. Jobs will go to the best trained and the most educated.

Job opportunities in the computing field are expected to remain excellent over the next 10 years. It is estimated that the number of people trained for jobs in the computing industry will fall far short of the employment demand. Applicants with a bachelor's degree and a strong technical background should have the best job opportunities.