هيئة تقويم التعليم والتدريب
Education & Training Evaluation Commission

اعتماد
NCAAA

2024
TP-153

Course Specification

(Bachelor)

Course Title: Technical Support Skills

Course Code: 154 CIS-3

Program: Technical Support

Department: Computer Department

College: Applied College

Institution: Najran University

Version: 2

Last Revision Date: 9 May 2025

Table of Contents

A. General information about the course:

1. Course Identification

1. Credit hours: (.........)

3 H

2. Course type

A.	□University	□College	☒ Department	□Track	□Others
B.	☒ Required			□Elective	

3. Level/year at which this course is offered: (.........)

First Year, Level 2

4. Course General Description:

This course is designed to equip students with essential technical support skills required in modern IT environments. It covers fundamental technical knowledge, soft skills for effective communication, industry best practices, and the use of support tools and systems. Emphasis is placed on real-world applications including performance evaluation, career progression, certifications, support tiers, service-level agreements, and ticketing systems. Through both theoretical and practical components, students will gain the competencies needed to provide efficient and professional technical support.

5. Pre-requirements for this course (if any):

None

6. Co-requisites for this course (if any):

None

7. Course Main Objective(s):

- To develop the foundational knowledge and practical skills necessary for a successful career in technical support.
- To familiarize students with the tools, systems, and frameworks used in IT support environments.
- To promote understanding of service-level management and customer-oriented support processes.

- To prepare students for industry-recognized certifications and technical support roles.

2. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	4 Hours per Week	100%
2	E-learning		
3	Hybrid • Traditional classroom • E-learning		
4	Distance learning		

3. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	**Lectures**	30
2.	**Laboratory/Studio**	30
3.	**Field**	
4.	**Tutorial**	
5.	**Others (specify)**	
Total		60

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
1.0	**Knowledge and understanding**			
1.1	**Demonstrate understanding of the essential soft skills, foundational technical skills, performance evaluation criteria.**	**K1**		

Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
1.2	**Describe the career development pathways, and relevant industry certifications required for effective and professional technical support**	K1	Lecture Discussion	Exam Assignments Quizzes
1.3	**Recognize the essential concepts and components of technical support including support channels, levels,**	K2	Lecture Discussion	Exam Assignments Quizzes
1.4	**Describe the role of service-level agreements (SLAs) and escalation procedures**	K2	Lecture Discussion	Exam Assignments Quizzes
2.0	**Skills**			
2.1	**Demonstrate the ability to use remote support tools and ticketing systems effectively to resolve technical issues.**	S4	•Lecture •Discussion •Lab work •Brainstorming	•Exam •Assignments •Quizzes
2.2				
...				
3.0	**Values, autonomy, and responsibility**			
3.1				
3.2				
...				

C. Course Content

No	List of Topics	Contact Hours
1.	Technical Support Soft Skills	**4**

2.	Basics of Technical Skills	4
3.	Performance Evaluations of Technical Support Professionals	2
4.	Career Paths and Progressions in Technical Support	4
5.	Industry Certifications for Technical Support	6
6.	Overview of Support Channels	4
7.	Med-Semester Exam	1
8.	Remote Support Tools	6
9.	Levels of Technical Support	4
10.	Service-Level Agreements (SLAs)	6
11.	The Escalation Matrix	2
12.	What are ticketing systems?	2
13.	Features and Benefits of Ticketing Systems	4
14.	Popular Ticketing Systems	4

Total		**60**

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Midterm exam	8	20%
2.	Homework's	From 4 to 11	10%
3.	Practical exam	15	20%
4.	Final exam	16	50%

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.).

E. Learning Resources and Facilities

1. References and Learning Resources

Essential References	**Introduction to Technical Support. Offered by IBM.** https://www.coursera.org/learn/introduction-to-technical-support
Supportive References	
Electronic Materials	
Other Learning Materials	**Manuals of Ticketing Systems Applications and • Remote Support Tools**

2. Required Facilities and equipment

◆◆◆◆

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classroom with a suitable size for students
Technology equipment (projector, smart board, software)	Whiteboard/projector/Remote Support swoftware/ Ticketing Systems
Other equipment (depending on the nature of the specialty)	None

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	**Student**	**Direct: Questioners**
Effectiveness of Students assessment	• **Teacher** • **Audit and review committees**	• **Direct: CW & HW** • **Exercises and short quizzes** • **Projects** • **Mid and final paper exams.**
Quality of learning resources	**Teachers and course description committees**	• **Indirect: Benchmarking** • **Self-evaluation** • **External evaluation**
The extent to which CLOs have been achieved	**Teacher**	**Direct: Measuring the learning outcomes**
Other		

Assessors (Students, Faculty, Program Leaders, Peer Reviewers, Others (specify)
Assessment Methods (Direct, Indirect)

G. Specification Approval

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	