



CSCI 5 - IT Career Skills

Catalog Description

Transfer Status: CSU

Unit(s): 1.00

Lecture: 17.00 Contact hours/34.00 Out of class hours/51.00 Total hours/1.00 Unit(s)

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Course Description: This course prepares students for success in Information and Communication Technology (ICT) careers by developing the professional and interpersonal skills essential in today's workplace. Students will learn how to create clear and effective reports, engage with stakeholders to ensure project and organizational success, and build confidence through interviewing techniques and résumé development. The course also emphasizes professional identity through social networking profile management and digital presence. A special focus is placed on the ethical and effective use of Artificial Intelligence (AI) in the workplace, helping students understand how to leverage emerging technologies responsibly. By the end of the course, students will possess a toolkit of career-ready skills that complement their technical training and support long-term professional growth. Pass/No Pass.

Objectives

Upon successful completion of this course, the student should be able to:

1. Identify and develop the essential components of professional communication, including reports, résumés, interviews, and social networking profiles.
2. Develop an action plan for using digital tools, including AI, to support long-term career success while maintaining ethical standards.
3. Explain the value of identifying stakeholders and their needs as well as identify techniques for engaging stakeholders.
4. Evaluate business reports for clarity, persuasiveness, and organizational value, and provide constructive feedback to improve message effectiveness across email, oral, and written formats.

Course Content

Topic Titles / Suggested Time Topic	
	<u>Lecture</u>
<u>Topics</u>	<u>Lec Hrs</u>
Engaging stakeholders for success	3.00
Creating compelling reports	4.00
AI in the workplace	6.00
Career skills	4.00
Total Hours: 17.00	

Methods of Instruction

- A. Discussion
- B. Homework: Students are required to complete two hours of outside-of-class homework for each hour of lecture
- C. Lecture
- D. Reading Assignments

Methods of Evaluation

- A. Exams/Tests
- B. Oral Presentation
- C. Projects
- D. Written Assignments

Examples of Assignments

Reading Assignments

1. Read the article: <https://maxresumes.com/resume-examples/information-technology/professional/> update your resume to include the suggested improvements.
2. Read the chapter about the business value of stakeholders. Explain how to identify stakeholders, create an agenda, and set clear expectations for planning an initial committee meeting with an IT support ticketing software representative.

Writing Assignments

1. A junior cybersecurity analyst monitored breaches, threats and events. Following a company email attack, create a company-wide email response to the attack and include the immediate steps for employees to take, including a quick cybersecurity training presentation for all employees.
2. After watching the Introduction to Modern AI video and researching the work of Alan Turing, write a 2-3-paragraph essay on how the Turing Test relates to our current understanding of artificial intelligence. What implications could AI have on our perception of truth?

Out-of-Class Assignments

1. Contact a local computer repair business and ask what are the most valuable traits they look for in a technician.
2. Research tech jobs, enumerate the required skills. What are the key words used in their job postings?

Recommended Materials of Instruction

Riordan, D. (2013). Technical Report Writing Today. *Cengage*, 10th. 9781133607380.

Semenoff, N. (2025). Real World AI for IT Leaders: Boost Service Delivery, Strategy, and Productivity with ChatGPT. *Semenoff, N.*, 1st. 9798998753664.

Sinha. (2025). IT Career Guide for Beginners: Steps to Launch and Develop a Successful Career in Information Technology. *Books District Publication*, 1st. 9780999244975.

Other Learning Materials

Required online access to Cisco Networking Academy

Minimum Qualifications

Computer Service Technology

Computer Information Systems

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