

Library Media Center

Mission Statement:

The mission of the Falls Tech Force is to provide video and technical support to the students, staff, and families at Menomonee Falls High School.

| Course Title | Course Number | Length | Year Taken |
|----------------------------|---------------|----------|------------|
| IT Student Help Desk | XC202 | Semester | 9-12 |
| IT Student Help Desk S1/S2 | XC200/XC201 | Year | 10-12 |

IT STUDENT HELP DESK

One Semester Course

Grade 9-12

No Prerequisite: Department Placement

Course Number: XC202 – Semester only

Course Numbers: XC200/XC201 – Year Long

The Student Help Desk course is a hands-on study of technology integration in an educational context. Help Desk students are technology leaders who offer first-level technology support to the students and staff at Menomonee Falls High School, while gaining valuable customer service skills. In addition to solving problems for students and teachers, students will be required to complete and maintain several running projects that address problems or solutions in educational technology integration.

Help Desk students should possess strong research, writing, and critical thinking skills. Students are expected to be self-motivated, independent learners with an interest in computer hardware and software. Good customer service skills are important. Interested students should speak with the Media Specialist who will determine final selection.