

# TECHNICAL STANDARDS

Fundamentals of Programming | IT Cybersecurity Specialist | IT Network Specialist | IT Software Developer | IT User Support Technician | Microsoft System Administrator

In this program grouping, students should be able to meet specific technical standards, which are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. It is important to review and understand these standards before applying to the program. All Technical Standards documents are available for review on the Mid-State Technical College website. (Go to <https://www.mstc.edu/programs> and select the program.)

**This document should be reviewed prior to applying to the program.**

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services, and employment in accordance with Section 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, as amended. If accommodations are needed, contact the Disability Services coordinator at 888.575.6782, TTY 711, at least two weeks in advance of needed assistance. Services available are documented at <https://www.mstc.edu/student-services/disability-services>.

For more information, please see Mid-State Technical College's Equal Opportunity/Non-Discrimination Policy.

STANDARD	DEFINITION OF STANDARD	EXAMPLE(S) OF TECHNICAL STANDARD
Critical Thinking Skills	<ul style="list-style-type: none"><li>• Ability to undertake effective research to build on professional expertise and informed decision making.</li><li>• Possess willingness to consider a variety of specific technical or professional interventions.</li><li>• Ability to follow course syllabi, directions for assignments, laboratories, and other course activities.</li><li>• Ability to use of judgment and problem-solving.</li></ul>	<ul style="list-style-type: none"><li>• Comprehend and follow instructions.</li><li>• Follow a process from start to finish, sequence information.</li><li>• Adapt decisions based on new information.</li><li>• Ability to problem solve complex situations while maintaining a professional demeanor.</li></ul>
Mobility/Motor Skills	<ul style="list-style-type: none"><li>• Ability to perform technical support, computer programming, network administration, and data analysis.</li><li>• Possess fine and gross motor skills that may be required along with functional use of the senses of touch and vision to work with physical computer and networking equipment.</li></ul>	<ul style="list-style-type: none"><li>• Ability to successfully maneuver within a confined workspace.</li><li>• Bend, stretch, twist, reach with your body above shoulders, below waist, and in front.</li><li>• Operate a computer efficiently.</li><li>• Maintain physical activity for several hours.</li><li>• File records with shelves of varying height.</li><li>• Transport documents and records between units or departments.</li><li>• Prepare files for outside storage.</li><li>• Review online documentation.</li></ul>

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		<ul style="list-style-type: none"> <li>• Query databases, data mining, and preparation of reports interpreting data.</li> <li>• Apply organizational policies and procedures.</li> </ul>
Tactile Skills	<ul style="list-style-type: none"> <li>• Ability to work with computer input devices as well as other information technology hardware.</li> </ul>	<ul style="list-style-type: none"> <li>• Work with peripherals and networking equipment.</li> </ul>
Auditory Skills	<ul style="list-style-type: none"> <li>• Ability to understand and interpret audio alerts issued by information technology hardware such as a computer or network device.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand client requests and needs.</li> </ul>
Visual Skills	<ul style="list-style-type: none"> <li>• Ability to view information output from a wide variety of computer programs displayed on a computer screen or remote terminal.</li> </ul>	<ul style="list-style-type: none"> <li>• Good hand-eye coordination.</li> <li>• Detect objects, symbols and numbers both near and far.</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Ability to communicate with clarity and precision.</li> <li>• Ability to communicate using a range of communication media as appropriate to the purpose and audience, for example in-person meetings, telephone, letters/memos, email, and web-conferencing.</li> <li>• Ability to comprehend and understand spoken and written language.</li> <li>• Ability to understand nonverbal information and cues in interpersonal encounters.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to apply knowledge gained in classroom to establish appropriate relationships with clients and coworkers.</li> <li>• Prepare written and verbal reports regarding administrative and financial data.</li> <li>• Interpret and convey information (financial, etc.) as needed in the performance of management.</li> <li>• Ability to convey information in a clear, professional and timely manner.</li> <li>• Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information.</li> <li>• Ability to understand charts, graphics, and worksheets.</li> <li>• Follow proper phone protocol.</li> <li>• Listen and respond to others in an accepting and respectful manner.</li> </ul>

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<p>Interpersonal Skills</p>	<ul style="list-style-type: none"> <li>• Ability to nurture mature, sensitive, and effective relationships.</li> <li>• Ability to adapt to changing environments and work-related challenges.</li> <li>• Ability to establish rapport with instructors, classmates, stakeholders, clients, and colleagues.</li> <li>• Ability to work cooperatively and with honesty and integrity with peers, faculty, and colleagues.</li> <li>• Possess emotional health and maturity to enable meaningful interactions with classmates, instructors, and professional colleagues.</li> <li>• Ability to develop conflict resolution skills and negotiation.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate positive interpersonal skills.</li> <li>• Collaborate with others.</li> <li>• Work independently and in a team.</li> <li>• Ability to show respect for diversity in culture, religion, sexual orientation, marital status, socioeconomic status and abilities/disabilities.</li> <li>• Maintain appropriate boundaries in relationships with clients and peers.</li> <li>• Demonstrate ability to work as a team member.</li> </ul>
<p>Behavioral Skills</p>	<ul style="list-style-type: none"> <li>• Ability to direct attention to the completion of assigned tasks and responsibilities.</li> <li>• Ability to integrate constructive criticism received from both on-campus and off-campus learning settings.</li> <li>• Ability to handle stress effectively by using appropriate self-care, college student services resources, and by developing supportive relationships with colleagues, peers, and others.</li> <li>• Ability to maintain hygiene and dress requirements for an office setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate adherence to safety guidelines and regulations.</li> <li>• Identify and resolve unsafe situations.</li> <li>• Be familiar with and follow emergency procedures.</li> <li>• Maintain confidential client and employment information (Including by refraining from posting any confidential patient information on social media).</li> <li>• Handle demanding and stressful situations.</li> <li>• Maintain confidentiality.</li> <li>• Adhere to attendance, dress code, and personal hygiene policies or protocol.</li> <li>• Respond to challenging situations while maintaining composure and professionalism.</li> <li>• Exhibit consistent and on-time attendance as scheduled.</li> <li>• Adapt to change in directives as priorities and goals shift.</li> </ul>

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		<ul style="list-style-type: none"><li>• Display integrity, honesty, respect, reliability and accountability.</li><li>• Accept and utilize construction feedback to enhance personal and professional growth.</li></ul>
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Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715.422.5325 • AAEO@mstc.edu.