

TECHNICAL STANDARDS

AI Data Specialist, Fundamentals of Programming, IT Cybersecurity Specialist, IT Network Specialist, IT Software Developer, IT User Support Technician

In this program grouping, students should be able to meet specific technical standards. These standards are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. All Technical Standards documents are available for review on the Mid-State Technical College [website](#).

It is important to review and understand these technical standards before 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 accommodation is needed, contact the Accessibility Services Coordinator at 888.575.6782, TTY 711, at least two weeks in advance of needed assistance. Services available are documented on the Mid-State Technical College [website](#).

For more information, please see Mid-State Technical College’s Equal Opportunity/Non-Discrimination [Policy](#).

TECHNICAL STANDARD	DEFINITION OF TECHNICAL STANDARD	EXAMPLES OF TECHNICAL STANDARD
Auditory Skills	<ul style="list-style-type: none"> Ability to understand and interpret audio alerts issued by information technology hardware such as a computer or network device. 	<ul style="list-style-type: none"> Understand client requests and needs.
Behavioral Skills	<ul style="list-style-type: none"> Ability to direct attention to the completion of assigned tasks and responsibilities. Ability to integrate constructive criticism received from both on-campus and off-campus learning settings. Ability to handle stress effectively by using appropriate self-care, college student services resources, and by developing supportive relationships with colleagues, peers, and others. Ability to maintain hygiene and dress requirements for an office setting. 	<ul style="list-style-type: none"> Demonstrate adherence to safety guidelines and regulations. Identify and resolve unsafe situations. Be familiar with and follow emergency procedures. Maintain confidential client and employment information. Handle demanding and stressful situations. Maintain confidentiality. Adhere to attendance, dress code, and personal hygiene policies or protocol. Respond to challenging situations while maintaining composure and professionalism. Exhibit consistent and on-time attendance as scheduled. Adapt to change in directives as priorities and goals shift. Display integrity, honesty, respect, reliability and accountability. Accept and utilize construction feedback to enhance personal and professional growth.

<p>Communication Skills</p>	<ul style="list-style-type: none"> • Ability to communicate with clarity and precision. • 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. • Ability to comprehend and understand spoken and written language. • Ability to understand nonverbal information and cues in interpersonal encounters. 	<ul style="list-style-type: none"> • Ability to apply knowledge gained in classroom to establish appropriate relationships with clients and coworkers. • Prepare written and verbal reports regarding administrative and financial data. • Interpret and convey information (financial, etc.) as needed in the performance of management. • Ability to convey information in a clear, professional and timely manner. • Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information. • Ability to understand charts, graphics, and worksheets. • Follow proper phone protocol. • Listen and respond to others in an accepting and respectful manner.
<p>Critical Thinking Skills</p>	<ul style="list-style-type: none"> • Ability to undertake effective research to build on professional expertise and informed decision making. • Possess willingness to consider a variety of specific technical or professional interventions. • Ability to follow course syllabi, directions for assignments, laboratories, and other course activities. • Ability to use judgment and problem-solving. 	<ul style="list-style-type: none"> • Comprehend and follow instructions. • Follow a process from start to finish, sequence information. • Adapt decisions based on new information. • Ability to problem solve complex situations while maintaining a professional demeanor.
<p>Interpersonal Skills</p>	<ul style="list-style-type: none"> • Ability to nurture mature, sensitive, and effective relationships. • Ability to adapt to changing environments and work-related challenges. • Ability to establish rapport with instructors, classmates, stakeholders, clients, and colleagues. • Ability to work cooperatively and with honesty and integrity with peers, faculty, and colleagues. • Possess emotional health and maturity to enable meaningful interactions with classmates, instructors, and professional colleagues. • Ability to develop conflict resolution skills and negotiation. 	<ul style="list-style-type: none"> • Demonstrate positive interpersonal skills. • Collaborate with others. • Work independently and in a team. • Ability to show respect for diversity in culture, religion, sexual orientation, marital status, socioeconomic status and abilities/disabilities. • Maintain appropriate boundaries in relationships with clients and peers. • Demonstrate ability to work as a team member.

Mobility and Motor Skills	<ul style="list-style-type: none"> • Ability to perform technical support, computer programming, network administration, and data analysis. • 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. 	<ul style="list-style-type: none"> • Ability to successfully maneuver within a confined workspace. • Bend, stretch, twist, reach with your body above shoulders, below waist, and in front. • Operate a computer efficiently. • Maintain physical activity for several hours. • File records with shelves of varying height. • Transport documents and records between units or departments. • Prepare files for outside storage. • Review online documentation. • Query databases, data mining, and preparation of reports interpreting data. • Apply organizational policies and procedures.
Tactile Skills	<ul style="list-style-type: none"> • Ability to work with computer input devices as well as other information technology hardware. 	<ul style="list-style-type: none"> • Work with peripherals and networking equipment.
Visual Skills	<ul style="list-style-type: none"> • Ability to view information output from a wide variety of computer programs displayed on a computer screen or remote terminal. 	<ul style="list-style-type: none"> • Good hand-eye coordination. • Detect objects, symbols and numbers both near and far.

Mid-State Technical College does not discriminate on the basis of race, color, national origin, religion, gender, disability, age, sexual orientation, or other applicable legislated categories, in its services, employment programs, and/or its educational programs and activities, including but not limited to admissions, treatment and access. Inquiries regarding this non-discrimination policy, Title VI, Title IX, and Section 504 should be directed to the Equal Opportunity Officer, 500 - 32nd Street North, Wisconsin Rapids, WI 54494, 715.422.5325 • AAEO@mstc.edu. Limited English proficiency shall not be a barrier to admission or participation in any college program or service. Mid-State complies with the American with Disabilities Act and provides reasonable accommodations to assist persons with disabilities upon request.