IT Computer Support Technician

Program Code: 31-154-6 | Mequon, Oak Creek, West Allis campuses

Workplace Competencies
Employers will expect graduates to:
• Apply analytical and problem-solving skills to resolve end-user issues
• Install, configure and support desktop and server operating systems
• Configure and deploy Windows and OSX laptops and servers

Career Outlook
According to the Bureau of Labor Statistics, employment of IT computer support specialists is projected to grow 17 percent during 2012 through 2022.

Admission Requirements
• A high school diploma or GED
• One year of high school-level algebra
• Knowledge of computer fundamentals
• Demonstration of basic skills proficiency through a course placement assessment

After earning this diploma, the credits can be applied to completing the IT Computer Support Specialist associate degree. Also, you can earn related certificates: IT Service Center Technician and IT Level 2 - Service Center Technician.

Start dates: August, January and June
Possible Careers

• Help Desk Specialist
• User Support Specialist
• Field Sales Specialist

Related Programs

• IT Computer Support Specialist Degree
• IT Help Desk Support Specialist Diploma
• IT User Support Technician Diploma
• IT Service Center Technician Certificate
• IT Microsoft Enterprise Desktop Support Certificate
• IT Level 2 - Service Center Technician Certificate

MATC received a $2.1 million U.S. Department of Labor grant to develop, improve and expand adult education training pathways in information technology occupations. Through the initiative, part of the federal Trade Adjustment Assistance (TAA) program, Wisconsin’s 16 technical colleges collectively received $23.1 million for the collaborative effort. TAA grants typically target U.S. workers who have lost jobs because of foreign trade. This program is part of MATC’s effort through the grant and it is one of three IT pathway diplomas and three certificate programs that MATC is offering, all funded by the grant. Credits earned in the programs count toward the IT Computer Support Specialist associate degree program.

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