IT Help Desk Support Specialist

**TECHNICAL DIPLOMA**  Program Code: 31-154-7  |  Mequon, Oak Creek, West Allis campuses

Share your expertise and assist users with emerging technologies, cloud computing, software, computers, servers, networks and mobile devices. Many courses in this program prepare you for in-demand industry certifications.

**Career Outlook**
A job growth rate of 21 percent is expected for help desk support positions in the Milwaukee metropolitan area during 2014 through 2024.

**Workplace Competencies**
Employers will expect graduates to:
- Install, configure and support desktop and server operating systems
- Configure and deploy Windows and OSX laptops, desktops and servers
- Administer and support iOS, Android and Windows smartphones and tablets
- Use customer service skills to work effectively with users

**Admission Requirements**
- High school diploma or GED
- One year of high school-level algebra
- Demonstration of proficiency in basic skills through a course placement assessment

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 Computer Support Technician 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.

INTERFACE Project is an equal opportunity employer/program and provides auxiliary aids and services to persons with disabilities upon request. Contact Carriel Danz, MATC Grant Coordinator, at 414-297-6575 or danzc@matc.edu for more information. This workforce solution was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability or ownership.

This solution is copyrighted by the institution that created it. Internal use, by an organization and/or personal use by an individual for non-commercial purposes, is permissible. All other uses require prior authorization of the copyright owner. This is an equal opportunity program. Assistive technologies are available upon request and include Voice/TTY (771 or 800-947-6644).