IT User Support Technician

TECHNICAL DIPLOMA  |  Program Code: 30-154-6  |  Mequon, Oak Creek, West Allis campuses

Workplace Competencies
Employers will expect graduates to:
• Utilize soft skills and customer service skills to help end-user troubleshoot issues
• Apply analytical and problem-solving skills to resolve end-user issues
• Administer and support iOS, Android and Windows smartphones and tablets

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 proficiency in basic skills through a course placement assessment

Receive Apple support training, along with mobile device repair and administration, through this 12-credit program. The coursework prepares you for Apple ACSP, CompTIA’s Mobility+ and HDI-SCA, HDI-DST and ITIL Foundation industry-standard certifications.

Start dates: August and January

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After earning this diploma, the credits can be applied to completing the IT Computer Support Specialist associate degree.
**Possible Careers**

- IT Support Technician
- Technical Coordinator
- System Administrator

**Related Programs**

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

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**IT User Support Technician Curriculum**

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITSUP-150</td>
<td>Mobile Device Repair and Support</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-152</td>
<td>Apple OSX Certified Support Professional (ACSP)</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-153</td>
<td>CompTIA Mobility+ (iOS, Android, Windows)</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-140</td>
<td>Support Center Analyst (HDI-SCA, HDI-DST, ITIL)</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL CREDITS:</strong></td>
<td><strong>12</strong></td>
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</tbody>
</table>

‡ Prerequisite required.

Curriculum requirements are subject to change.

For complete information, go to matc.edu/business/index.cfm

Also see matcitsupport.org

To apply for financial aid, visit fafsa.ed.gov
School Code: 003866

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