IT Help Desk Support Specialist

TECHNICAL DIPLOMA  Program Code: 31-154-7  |  Mequon, Oak Creek and 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, from 2014 to 2024. Graduates of this program will be qualified for entry-level support specialist jobs such as help desk specialist, user support specialist and field sales specialist.

Career Pathway
You can earn the IT Service Center Technician certificate on your way to completing this program. After earning this diploma, the credits can be applied to completing the IT Computer Support Specialist associate degree. Meet with an MATC advisor for information.

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

Program details: matc.edu/business/diplomas/it-help-desk-support-specialist-diploma.cfm
Also visit matcitsupport.org

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Complete information and course descriptions at matc.edu | 414-297-6395