



IT Computer Support Specialist

ASSOCIATE DEGREE

Program Code: 10-154-3

All campuses

This program prepares you for industry-sought certifications, including CompTIA's A+, Network+, Security+ and Mobility+ Device Administrators (iOS, Android and Windows), Microsoft Certified Professional in Windows Desktop, Microsoft Enterprise Desktop Support Technician (MCITP), Apple OSX Certified Support Professional (ACSP), HDI-SCA, HDI-DST and ITIL Foundation.

You can earn three certificates and the IT Computer Support Technician, IT Help Desk Support Specialist and IT User Support Technician technical diplomas on the way to earning this associate degree.

Career Outlook

Computer support specialists are in high demand locally and throughout the United States. Typical job titles include junior help desk technician, junior support specialist, Apple support specialist, mobile device support specialist, desktop support specialist and IT field technician.

Program Learning Outcomes

- Manage information technology hardware
- Manage software
- Support computer networks
- Provide end-user support
- Solve information technology problems
- Demonstrate customer service skills as an IT professional

Admission Requirements

- A high school diploma or GED
- One year of high school-level algebra



MILWAUKEE AREA *Technical College*

STEM

matc.edu | 414-297-MATC

Start dates: August and January

**For complete information, go to
matc.edu/course-catalog/stem**

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

COURSES

Credits

ENG-195	Written Communication ‡ ^ † 3 (or) ENG-201 English 1 ‡	3
ITSUP-101	Computer Information Systems Fundamentals ^ † 3	3
ITSUP-109	Microsoft Office for IT Professionals ^ † 3	3
ITSUP-111	CompTIA A+ Software Support ^ † 3	3
ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) ^ * † 3	3
ENG-197	Technical Reporting ‡ 3 (or) Any 200-level ENG or SPEECH course	3
ITNET-101	Network Communications (Network+) ^ † 3	3
ITSUP-102	CompTIA A+ Essentials ^ † 3	3
ITSUP-177	Intro to IT Projects, Teamwork and Self-Management † 3	3
ITSUP-197	Business Data Analytics 3	3
ITSUP-150	Mobile Device Repair and Support * † 3	3
ITSUP-152	MacOS Support Essentials * † 3	3
ITSUP-155	IT Career Skills ^ † 3	3
MATH-123	Math With Business Applications ‡ 3 (or) Any 200-level MATH course	3
SOCSCI-197	Contemporary American Society 3 (or) Any 200-level SOCSCI or HIST course	3
ELECTIVES	(Three credits) 3	3
ITSEC-124	Network Security (Security+) ^ † 3	3
ITSUP-106	Linux Support 1	1
ITSUP-153	Mobile Device Administration * † 3	3
ITSUP-198	Computer Support Specialist Internship ‡ † 1	1
ITSUP-199	Integrated Project – Computer Support Specialist † 1	1
PSYCH-199	Psychology of Human Relations 3 (or) Any 200-level PSYCH course	3

TOTAL CREDITS: 60

*Program curriculum requirements are subject to change.
 This Associate in Applied Science program will transfer to
 one or more four-year institutions.*

**Current MATC students should consult their
 Academic Program Plan for specific curriculum
 requirements.**

‡ Prerequisite required.

^ Counts toward earning the IT Computer Support Technician technical diploma.

† Counts toward earning the IT Help Desk Support Specialist technical diploma.

* Counts toward earning the IT User Support Technician technical diploma.

Possible Careers

- Desktop Support Specialist
- Junior Help Desk Technician
(For full description, see matc.edu.)

Related Programs

Technical Diplomas:

- IT Computer Support Technician
- IT Help Desk Support Specialist
- IT User Support Technician

Certificates:

- Level 2 – Service Center Technician
- Microsoft Enterprise Desktop Support Specialist
- Service Center Technician



10% Post Consumer Recycled



matc.edu or 414-297-MATC
 Wisconsin Relay System 711

Downtown Milwaukee Campus
 700 West State Street

Mequon Campus
 5555 West Highland Road

Oak Creek Campus
 6665 South Howell Avenue

West Allis Campus
 1200 South 71st Street

**MATC Education Center
 at Walker's Square**
 816 West National Avenue, Milwaukee