

# IT Help Desk Support Specialist

PROGRAM CODE: 31-154-7



Technical Diploma



COURSE	CREDITS
ENG-195	Written Communication ‡ ..... 3 (or) ENG-201 English 1 ‡
ITSUP-101	Computer Information Systems Fundamentals ^ * ..... 3
ITSUP-109	Microsoft Office for IT Professionals * † ..... 3
ITSUP-111	CompTIA A+ Software Support † ..... 3
ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) ^ * † .... 3
ITNET-101	Network Communications (Network+)..... 3
ITSUP-102	CompTIA A+ Essentials ^ ..... 3
ITSUP-177	Intro to IT Projects, Teamwork and Self-Management .... 3
ITSUP-150	Mobile Device Repair and Maintenance ..... 3
ITSUP-152	MacOS Support Essentials ..... 3
ITSUP-155	IT Career Skills ..... 3
ITSEC-124	Network Security (Security+) ..... 3
ITSUP-153	Mobile Device Administration ..... 3
ITSUP-198	Computer Support Specialist Internship ‡..... 1
ITSUP-199	Integrated Project – Computer Support Specialist ..... 1

**Location:** All Campuses, Online Campus

**Start Dates:** August and January

**Admission Requirement:** High school diploma or GED

**Financial Aid Eligible:** Yes.

Apply at [fafsa.gov](https://fafsa.gov). Use School Code 003866.

### Program Description

Prepare 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.

### Career Outlook

Employment opportunities are expected to increase about 23% in Wisconsin and 19% nationally between 2014 and 2024.

### Program Learning Outcomes

- Manage information technology hardware.
- Manage software.
- Support computer networks.
- Provide end-user support.

### CREDITS

Total credits needed to complete this diploma

**41**

‡ Prerequisite required.

^ Counts toward earning the Service Center Technician certificate.

\* Counts toward earning the Level 2 - Service Center Technician certificate.

† Counts toward earning the Microsoft Enterprise Desktop Support Specialist certificate.

Program curriculum requirements are subject to change.

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



**Complete Program Details**

**QUESTIONS?** 414-297-6319 or [stempathway@matc.edu](mailto:stempathway@matc.edu)