

IT Help Desk Support Specialist

PROGRAM CODE: 31-154-7

TD

Technical Diploma



Location: Online Campus, West Allis Campus

Start Dates: August and January

Admission Requirement: High school diploma or equivalent

Financial Aid Eligible: Yes. Use code 003866 at fafsa.gov.

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.

COURSES

COURSES	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

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.

MATC courses are offered in person, entirely online or partially online.

Check each course's delivery options in Self-Service at selfservice.matc.edu.



Complete Program Details

QUESTIONS? 414-297-6319 or stempathway@matc.edu