



# IT Help Desk Support Specialist

**TECHNICAL DIPLOMA**

Program Code: 31-154-7

**All campuses (Also offered online)**

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.

After earning this technical diploma, your credits can be applied to completing the IT Computer Support Specialist associate degree. You also can earn three certificates on your way to completing this program.

## 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

## Admission Requirements

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



**STEM**  
**MILWAUKEE AREA** *Technical College*

**matc.edu | 414-297-MATC**

**Start dates:** August and January

**For complete information, go to**  
[matc.edu/course-catalog/stem](http://matc.edu/course-catalog/stem)

To apply for financial aid, visit [fafsa.gov](http://fafsa.gov) School Code: 003866

## COURSES

## Credits

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

**TOTAL CREDITS: 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.**

## Possible Careers

- Junior Help Desk Technician
- Junior Support Specialist
- Apple Support Specialist
- Mobile Device Support Specialist
- Desktop Support Specialist
- IT Field Technician
- Network Technician

## Related Programs

### Associate Degree:

- IT Computer Support Specialist

### Technical Diplomas:

- IT Computer Support Technician
- 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