

# IT User Support Technician

PROGRAM CODE: 30-154-6



Technical Diploma

**Location:** Online Campus, West Allis Campus**Start Dates:** August and January**Admission Requirement:** High school diploma or equivalent**Academic Preparedness Requirements:** One year of high school-level algebra and knowledge of computer fundamentals**Financial Aid Eligible:** No

## Program Description

Receive Apple support training, along with instruction in mobile device repair and administration, through this 12-credit program. The coursework prepares you for Apple ACSP, CompTIA's Mobility+ and HDI-SCA, HDI-DST and ITIL Foundation industry-standard certifications.

## Career Outlook

Support technicians are in demand locally and nationally.

## Program Learning Outcomes

- Support and maintain computer and mobile hardware.
- Support and maintain computer operating systems.
- Manage computer network connected devices.
- Demonstrate customer service skills as an IT professional.

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

## COURSES

COURSES	CREDITS
ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) ..... 3
ITSUP-150	Mobile Device Repair and Maintenance ..... 3
ITSUP-152	MacOS Support Essentials ..... 3
ITSUP-153	Mobile Device Administration ..... 3

## CREDITS

Total credits needed to complete this diploma

**12**

‡ Prerequisite required.

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](https://selfservice.matc.edu).