



Microsoft Enterprise Desktop Support Specialist

CERTIFICATE

Program Code: 61-154-2

All campuses (Also offered online)

Skill sets gained will provide working knowledge to identify and resolve operating system, application and security issues; and to maintain and manage Windows 7 systems. Hands-on lab learning includes installations, deployments, configurations, maintenance and monitoring systems.

Admission Requirements

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

After earning this certificate, you can apply your credits toward completing the IT Computer Support Technician technical diploma, IT Help Desk Support Specialist technical diploma and IT Computer Support Specialist associate degree.

COURSES

Credits

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

TOTAL CREDITS: 9

Program curriculum requirements are subject to change.

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



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

A Quick Study

MATC certificate programs provide focused, career-centered learning and many can be completed in one semester. They fulfill the needs of local businesses and have the input of industry professionals. Certificate programs train you for specific skills that are in demand, improving your odds of getting the job.

Explore MATC's Certificate Programs

- Strengthen core skills
- Add traction to your résumé
- Enhance your employability
- Try out a new career
- Earn credits toward a related associate degree or technical diploma
- Ease back into college if you have been away for a while

All credits in certificate programs must be earned at MATC with a 2.0 cumulative GPA or higher.

Upon completion of the certificate's requirements, the student's transcript is notated with the credential earned.

Some certificates can be earned while completing associate degrees and/or technical diplomas that are eligible for financial aid. Certificate programs alone are not eligible for financial aid; contact MATC for details.

Possible Careers

- Desktop Support Specialist
- Service Center Technician

Related Programs

Associate Degree:

- IT Computer Support Specialist

Technical Diplomas:

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

Certificates:

- Level 2 - Service Center Technician
- 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