

# Service Center Technician

PROGRAM CODE: 61-154-1



Certificate



**COURSES**

<b>ITSUP-101</b>	Computer Information Systems Fundamentals .....	<b>3</b>
<b>ITSUP-102</b>	CompTIA A+ Essentials .....	<b>3</b>
<b>ITSUP-140</b>	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) .....	<b>3</b>

**CREDITS**

CREDITS

Total credits needed to complete this certificate

9

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

**Program Description**

Start your information technology career through this certificate program that can be completed in one semester. You will gain important skills and prepare for several key industry certification exams, including CompTIA A+, IT Technician, Help Desk Institute (HDI) Support Center Analyst, HDI-Desktop Support Technician and ITIL Foundation.

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. 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.



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

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).