IT Computer Support Specialist

PROGRAM CODE: **10-154-3**

AD
Associate Degree

Location: Downtown Milwaukee Campus, Mequon Campus, Oak Creek Campus, West Allis Campus

Start Dates: August and January

Admission Requirement: High school diploma or GED and one year of high school-level algebra

Transfer: Will transfer to one or more four-year institutions

Financial Aid Eligible: Yes.
Apply at fafsa.gov. Use School Code 003866.

Program Description

This program prepares you 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

Computer support specialists are in high demand locally and throughout the United States. Typical job titles include junior help desk technician, junior support specialist, Apple support specialist, mobile device support specialist, desktop support specialist and IT field technician.

Program Learning Outcomes

- Manage information technology hardware.
- Manage software.
- Support computer networks.
- Provide end-user support.

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

COURSE		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
ENG-197	Technical Reporting ‡	3
	(or) Any 200-level ENG or SPEECH course	
ITNET-101	Network Communications (Network+) ^ †	3
ITSUP-102	CompTIA A+ Essentials ^ †	3
ITSUP-177	Intro to IT Projects, Teamwork and Self-Management †	3
ITSUP-197	Business Data Analytics	3
ITSUP-150	Mobile Device Repair and Maintenance * †	3
ITSUP-152	MacOS Support Essentials * †	3
ITSUP-155	IT Career Skills ^ †	3
MATH-123	Math With Business Applications ‡	3
	(or) Any 200-level MATH course	
SOCSCI-197	Contemporary American Society	3
	(or) Any 200-level SOCSCI or HIST course	
ELECTIVES	(Three credits)	3
ITSEC-124	Network Security (Security+) ^ †	3
ITSUP-106	Linux Support	1
ITSUP-153	Mobile Device Administration * †	3
ITSUP-198	Computer Support Specialist Internship ‡ †	1
ITSUP-199	Integrated Project – Computer Support Specialist †	1
PSYCH-199	Psychology of Human Relations	3
	(or) Any 200-level PSYCH course	

CREDITS
Total credits needed to complete this degree
60

‡ Prerequisite required.

^ Counts toward earning the IT Computer Support Technician technical diploma.

† Counts toward earning the IT Help Desk Support Specialist technical diploma.

* Counts toward earning the IT User Support Technician technical diploma.

Program curriculum requirements are subject to change.

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