STEM Academic & Career Pathway

IT Computer Support Technician

PROGRAM CODE: **31-154-6**

TD

Technical Diploma

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
ITNET-101	Network Communications (Network+)	3
ITSEC-124	Network Security (Security+)	3
ITSUP-102	CompTIA A+ Essentials ^	3
ITSUP-155	IT Career Skills	3

CREDITS
Total credits needed to complete this diploma **27**

Location: All Campuses, Online Campus

Start Dates: August and January

Admission Requirement: High school diploma or GED, one year of high school-level algebra, knowledge of computer fundamentals

Financial Aid Eligible: Yes.
Apply at fafsa.gov. Use School Code 003866.
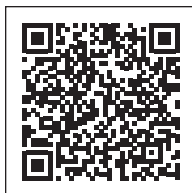
‡ Prerequisite required.
* Counts toward earning the Level 2 - Service Center Technician certificate.
† Counts toward earning the Microsoft Enterprise Desktop Support Specialist certificate.
^ Counts toward earning the Service Center Technician certificate.
Program curriculum requirements are subject to change.
Current MATC students should consult their Academic Program Plan for specific curriculum requirements.

Program Description
Coursework in this program prepares you for industry-sought certifications, including CompTIA's A+, Network+, Security+, Microsoft Certified Professional in Windows Desktop, Microsoft Enterprise Desktop Support Technician (MCITP), HDI-SCA, HDI-DST, ITIL Foundation and more.

Career Outlook
Computer support technicians are in demand locally and nationally.

Program Learning Outcomes
- Provide entry-level end-user support.
- Manage operating systems and application software.
- Support information technology hardware.
- Provide basic network support for existing network installations.

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