

IT Computer Support Technician

PROGRAM CODE: 31-154-6



Technical Diploma



COURSES

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

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:** Yes. Use code 003866 at fafsa.gov.

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.

CREDITS

Total credits needed to complete this diploma

27

‡ 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.

MATC courses are offered in person, entirely online or partially online.

Check each course's delivery options in Self-Service at selfservice.matc.edu.**Complete Program Details****QUESTIONS?** 414-297-6319 or stempathway@matc.edu