

# IT Help Desk Support Specialist

PROGRAM CODE: 31-154-7



Technical Diploma

**Location:** Online Campus, West Allis Campus**Start Dates:** August and January**Admission Requirement:** High school diploma or equivalent**Financial Aid Eligible:** Yes. Use code 003866 at [fafsa.gov](https://fafsa.gov).

## Program Description

Prepare 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

Employment opportunities are expected to increase about 23% in Wisconsin and 19% nationally between 2014 and 2024.

## Program Learning Outcomes

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

## COURSES

| COURSES   | CREDITS  |
|-----------|--|
| ENG-195   | Written Communication ‡ ..... 3<br>(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                    |
| ITSUP-102 | CompTIA A+ Essentials ^ ..... 3                              |
| ITSUP-177 | Intro to IT Projects, Teamwork and Self-Management .... 3    |
| ITSUP-150 | Mobile Device Repair and Maintenance ..... 3                 |
| ITSUP-152 | MacOS Support Essentials ..... 3                             |
| ITSUP-155 | IT Career Skills ..... 3                                     |
| ITSEC-124 | Network Security (Security+) ..... 3                         |
| ITSUP-153 | Mobile Device Administration ..... 3                         |
| ITSUP-198 | Computer Support Specialist Internship ‡ ..... 1             |
| ITSUP-199 | Integrated Project – Computer Support Specialist ..... 1     |

## CREDITS

Total credits needed to complete this diploma

41

‡ Prerequisite required.

^ Counts toward earning the Service Center Technician certificate.

\* Counts toward earning the Level 2 – Service Center Technician certificate.

† Counts toward earning the Microsoft Enterprise Desktop Support Specialist 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](https://selfservice.matc.edu).**Complete Program Details****QUESTIONS?** 414-297-6319 or [stempathway@matc.edu](mailto:stempathway@matc.edu)