

IT User Support Technician

PROGRAM CODE: 30-154-6



Technical Diploma



COURSE

COURSE	CREDITS
ITSUP-140 Support Center Analyst (HDI-SCA, HDI-DST, ITIL)	3
ITSUP-150 Mobile Device Repair and Maintenance	3
ITSUP-152 MacOS Support Essentials	3
ITSUP-153 Mobile Device Administration	3

CREDITS

Total credits needed to complete this diploma

12

‡ Prerequisite required.

Program curriculum requirements are subject to change.

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

Location: All Campuses, Online Campus

Start Dates: August and January

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

Program Description

Receive Apple support training, along with instruction in mobile device repair and administration, through this 12-credit program. The coursework prepares you for Apple ACSP, CompTIA's Mobility+ and HDI-SCA, HDI-DST and ITIL Foundation industry-standard certifications.

Career Outlook

Support technicians are in demand locally and nationally.

Program Learning Outcomes

- Support and maintain computer and mobile hardware.
- Support and maintain computer operating systems.
- Manage computer network connected devices.
- Demonstrate customer service skills as an IT professional.



Complete Program Details

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