

IT User Support Technician

PROGRAM CODE: 30-154-6

TD

Technical Diploma



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: No

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

COURSES

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

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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.

MATC courses are offered in person, entirely online or partially online. Check each course's delivery options in Self-Service at selfservice.matc.edu.