

# Level 2 – Service Center Technician

PROGRAM CODE: 61-154-3



Certificate



### COURSE

<b>ITSUP-101</b>	Computer Information Systems Fundamentals .....	<b>3</b>
<b>ITSUP-109</b>	Microsoft Office for IT Professionals.....	<b>3</b>
<b>ITSUP-140</b>	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) .....	<b>3</b>

### CREDITS

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Total credits needed to complete this certificate

# 9

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

### Program Description

This certificate provides preparation for CompTIA's Network+ and Security+ certifications, HDI's Support Center Analyst and Desktop Support Technician, as well as ITIL. Students acquire the skills necessary for level-two service center support.

Some certificates can be earned while completing associate degrees and/or technical diplomas that are eligible for financial aid. Certificate programs alone are not eligible for financial aid; contact MATC for details. All credits in certificate programs must be earned at MATC with a 2.0 cumulative GPA or higher. Upon completion of the certificate's requirements, the student's transcript is notated with the credential earned.



**Complete Program Details**

**QUESTIONS?** 414-297-6319 or [stempathway@matc.edu](mailto:stempathway@matc.edu)