

Level 2 – Service Center Technician

PROGRAM CODE: 61-154-3



Certificate



COURSES

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

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.

MATC courses are offered in person, entirely online or partially online. Check each course's delivery options in Self-Service at selfservice.matc.edu.**Location:** Online Campus, West Allis Campus**Start Dates:** August and January**Admission Requirement:** High school diploma or equivalent**Academic Preparedness Requirement:** One year of high school-level algebra**Financial Aid Eligible:** No**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