Microsoft Enterprise Desktop Support Specialist

PROGRAM CODE: 61-154-2

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Certificate

COURSE		CREDITS
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

CREDITS
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 and one year of high school-level algebra

Program Description

Skill sets gained will provide working knowledge to identify and resolve operating system, application and security issues; and to maintain and manage Windows 7 systems. Hands-on lab learning includes installations, deployments, configurations, maintenance and monitoring systems.

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

MILWAUKEE AREA *Technical College*
Transforming Lives, Industry & Community

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