



Give Your Best Performance in a Supporting Role

Microsoft Enterprise Desktop Support Specialist



PATHWAY CERTIFICATE

Mequon and West Allis campuses

Learn valuable, targeted information technology skills to support Windows end users in a corporate environment. The skill sets gained through this eight-credit, three-class certificate program will provide working knowledge to identify and resolve operating system, application and security issues; and maintain and manage Windows 7 systems. Hands-on lab learning includes installations, deployments, configurations, maintenance and monitoring systems. Among the jobs that graduates of this program can qualify for:

- Desktop support technician/specialist
- IT support specialist

Note: For program success, students need knowledge of computer fundamentals.

'Pathway' Certificates Lead to Greater Career Possibilities

Microsoft Enterprise Desktop Support Specialist is the second of four certificate programs that are pathways to increasingly more specialized and valuable IT training and credentials. Students can earn 39 credits through the four certificates, and all credits will transfer into the 66-credit IT Computer Support Specialist associate degree program.

Microsoft Enterprise Desktop Support Specialist Courses

This certificate features three comprehensive courses:

Managing Windows Desktop (Client) Operating System (ITNET-110) 3 credits

Prepare for the Microsoft Certified Technology Specialist (TS) exam 70-680: Windows 7 Configuring. Students are introduced to the Microsoft Windows 7 system through lectures, demonstrations and hands-on exercises.

Enterprise Desktop Support Technician (ITSUP-108) 2 credits

Prepare for the Microsoft Enterprise Desktop Support Technician (MCITP 70-65) certification. Students learn to identify the cause and resolve Windows desktop application issues, resolve networking and security issues, identify and resolve performance issues, solve hardware failures and more.

Support Center Analyst (HDI-SCA, HDI-DST, ITIL) (ITSUP-140) 3 credits

Prepare for key industry certifications by learning how to provide front-line support for customers. Course focuses on strategies for effective IT customer service.

More information at matcitsupport.org and 414-297-6575.

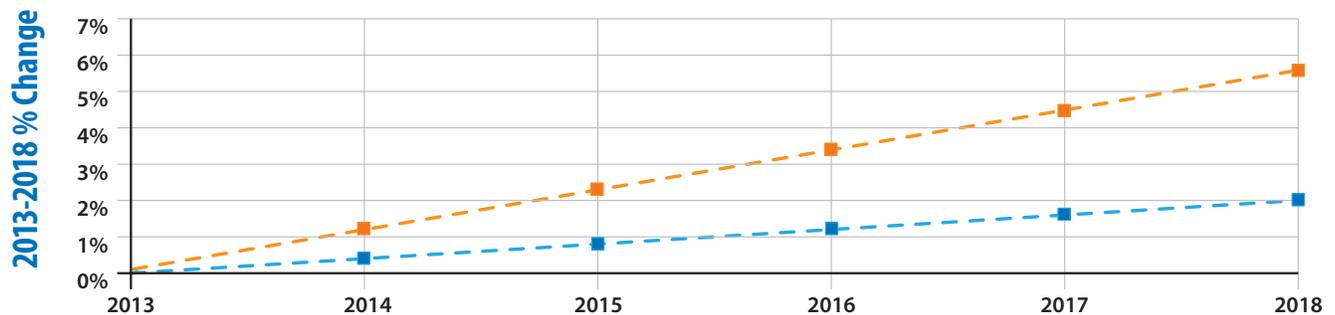
MATC Major Part of Federal IT Training Grant to State's Technical Colleges

MATC received a \$2.1 million U.S. Department of Labor grant to develop, improve and expand adult education training pathways in information technology occupations. Through the initiative, part of the federal Trade Adjustment Assistance (TAA) program, Wisconsin's 16 technical colleges collectively received \$23.1 million for the collaborative effort. TAA grants typically target U.S. workers who have lost jobs because of foreign trade.

The certificate program detailed on the reverse is part of MATC's effort through the grant and it is one of four IT pathway certificate programs that MATC is offering, all funded by the grant. Credits earned in the certificate programs count toward the 66-credit IT Computer Support Specialist associate degree program.

This chart illustrates Milwaukee area (MATC District) and national data on the current and projected growth in information technology careers through 2018.

Occupation Change Summary



Region	2013 jobs	2018 jobs	Change	% Change	Median Hourly Earnings
MATC District	1,819	1,855	36	2%	\$25.11
U.S.	170,623	180,432	9,809	5.7%	\$28.41

Source: EMSI, 2014.2 Class of worker, economicmodeling.com

INTERFACE Project is an equal opportunity employer/program and provides auxiliary aids and services to persons with disabilities upon request. Contact Carriel Danz, MATC Grant Coordinator, at 414-297-6575 or danzc@matc.edu for more information.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurance of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability or ownership.