



Step Up to Level Two for a Career Boost

Level 2 – Service Center Technician



PATHWAY CERTIFICATE

Mequon and West Allis campuses

Advance your skills in networking, security and IT customer service to become qualified for Level 2 – Service Center Support positions. This nine-credit, three-class certificate program provides preparation for CompTIA's Network+ and Security+ certifications, HDI's Support Center Analyst and Desktop Support Technician certifications, and ITIL certification.

Jobs related to this vendor-neutral CompTIA A+ training include:

- IT and technical support specialists
- Field service technicians

Note: For program success, previous completion or concurrent enrollment in classes pertaining to CompTIA A+ is recommended.

'Pathway' Certificates Lead to Greater Career Possibilities

Level 2 – Service Center Technician is the third 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.

Level 2 – Service Center Technician Courses

This certificate features three comprehensive courses:

Network Communications (CompTIA Network+)

(ITNET-101) 3 credits

Providing an introduction to networking technologies, this course covers a wide range of material such as LAN components, OSI model and standards organizations, transmission media, topologies and interconnecting devices.

Network Security (CompTIA Security+)

(ITSEC-124) 3 credits

Students will focus on the fundamentals and implementation of network security including secure access methods and vulnerabilities in network protocols, operating systems and network applications.

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. This course focuses on strategies for effective IT customer service.

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

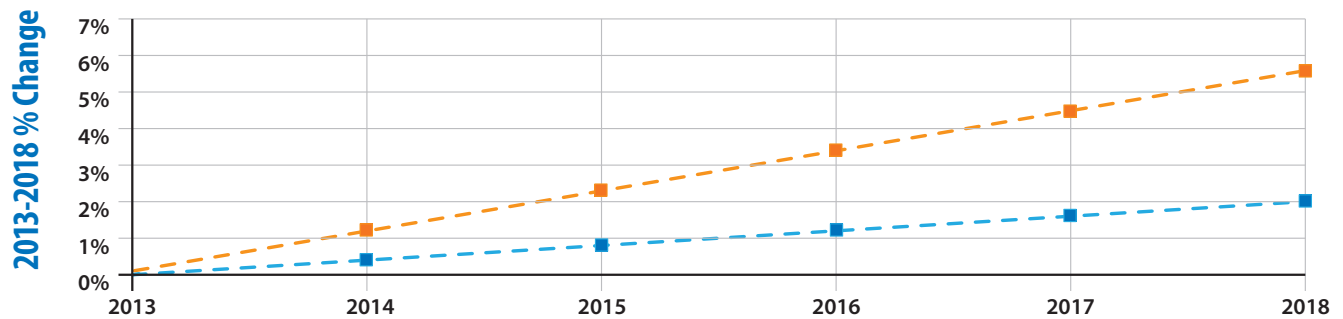
MATC Major Part of Federal IT Training Grant to State's Technical Colleges

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.

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