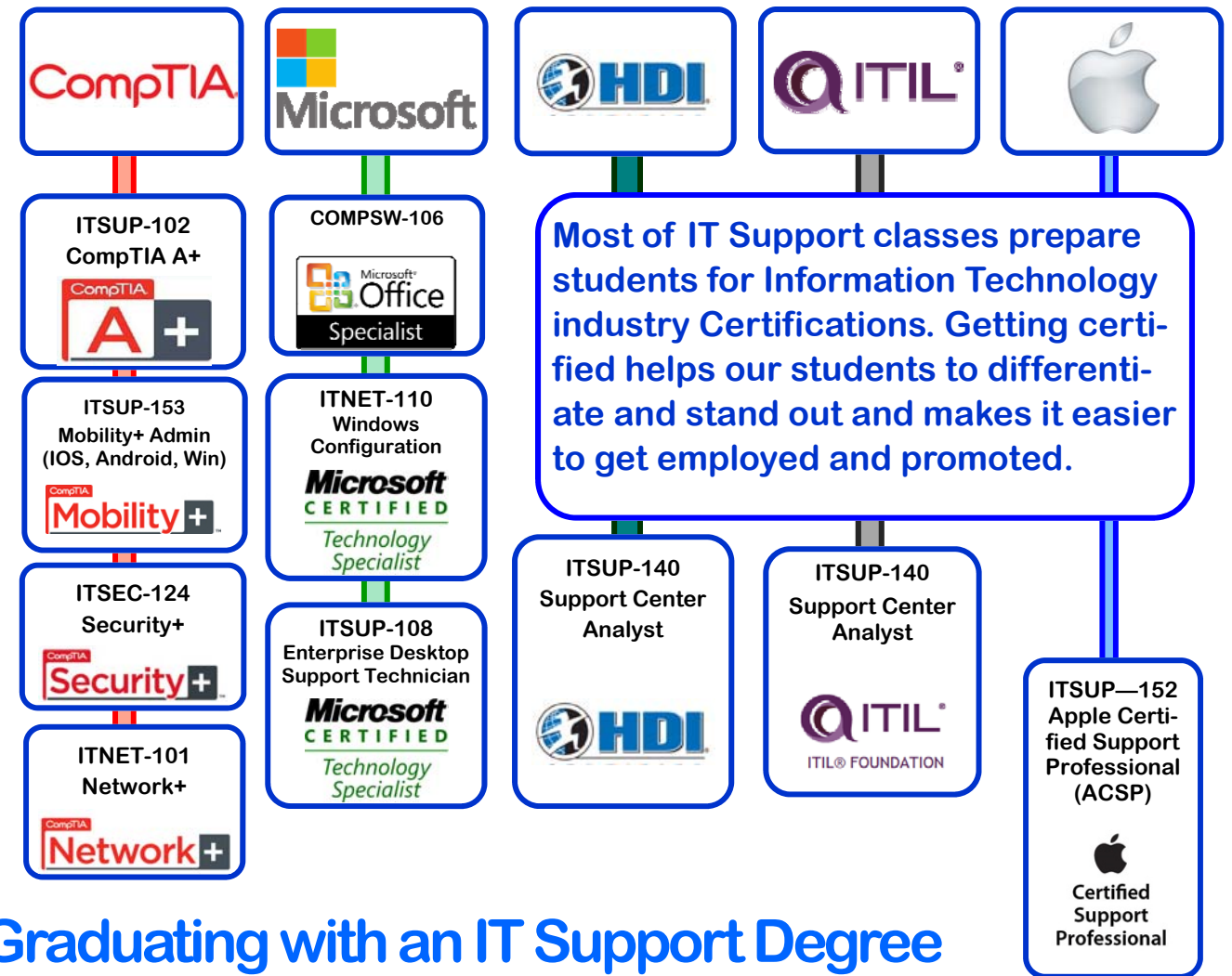


MATC IT Support Specialist Program

Learn more at matcitsupport.org

	Service Center Technician Certificate 	Microsoft Enterprise Support Technician Certificate 	Level 2—Service Center Technician Certificate 	Advanced Technical Support (Apple ACSP), IOS, Android and Microsoft Mobile Phones and Tablets 	IT Computer Support Specialist Associate Degree
YEAR 1					
SEMESTER 1					
COMPSW-106 Introduction to MS Office					✓
ITNET-101 Network Communications (Net +)			✓		✓
ITSUP-101 Computer Info System Fundamentals	✓				✓
ITNET-110 Manage Windows Desktop Client		✓			✓
ITSUP-102 CompTIA A+ Essentials	✓				✓
SEMESTER 2					
ITSEC-124 (COMPTIA Security +) Network Security			✓		✓
ITSUP-140 Support Center Analyst	✓	✓	✓	✓	✓
ITSUP-108 Enterprise Desktop Support Tech		✓			✓
SEMESTER 3					
ITSUP-150 Mobile Device Repair				✓	✓
ITSUP-152 (ACSP) Apple OSX Certified Support Pro				✓	✓
IT-107 Social Networking and Communication					✓
YEAR 2					
SEMESTER 4					
ITNSUP-153 (COMPTIA Mobility +) Mobile Admin (IOS, Android, Windows)				✓	✓
ITSUP-176 IT Project Management					✓
ITNET-198 Computer Support Internship					✓
ITSUP-199 Computer Support Final Project					✓
ITSUP-112 (Elective) Microsoft Server Administration					✓



Graduating with an IT Support Degree from MATC will help you get hired for your first Information Technology job in the Milwaukee Area

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Starting Salary Ranges \$20k—\$40k

Starting Salary Ranges \$40k—\$80k



IT Support Specialist Program

ITSUP-101 Computer Sys Fundamentals

Students will learn the concepts and terms to better understand the role of information technology, careers for computer professionals, basics in computer hardware, software and networking as well as the internet in business and society. A brief overview of history of information technology, as well as strategic future direction is discussed. Topics include technology trends that affect computing and everyday life, such as concerns for data security, personal privacy, online safety, controversy over digital rights management, open source software, smartphones, tablet devices and more.

ITSUP-102 CompTIA A+ Essentials

This course prepares students for the CompTIA A+ Essentials and IT Technician exams. Having a basic knowledge of computer hardware and software or completion of the ITSUP-101 class, students will work on hands-on labs that build and configure computers; replace parts; install and configure operating systems, and troubleshoot hardware, software, networking and security problems. Hands-on activities include microprocessors, motherboards, BIOS, disk and memory management, power supplies, virtualization, printers, software optimization, managing device drivers and virus protection.



ITSUP-140 Support Center Analyst

This course prepares students for HDI-SCA (Help Desk Institute Support Center Analyst), HDI-DST (Desktop Support Technician) and ITIL Foundation certifications, by teaching how to provide front-line support for customers. The course focuses on strategies for effective customer service with an emphasis on problem-solving and troubleshooting skills, call-handling procedures, incident management, and call tracking applications. Topics such as active listening skills and effective communications strategies will be covered.



ITSEC-124 Security+

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. Students will use techniques and tools for developing secure infrastructure. MATC strongly recommends that students complete ITNET-101, or have the equivalent skills, prior to enrollment in this course.



ITSUP-150 Mobile Device Repair

This course provides students with expert mobile device repair knowledge and advanced repair skills. It incorporates both classroom education and hands-on real world repair scenarios where students will gain immediate knowledge to service and repair smartphones, cellular phones and handheld devices. Students learn how to disassemble and repair IOS, Android and Windows mobile devices

ITSUP-152 Apple OSX Certified Support Pro

This hands-on course provides an in-depth exploration of troubleshooting of the Apple OS X operating systems and prepares students for Apple OSC Certified Support Professional (ACSP) certification. Course covers labs on installation, setup and configuration, OS X recovery, software updates, file system, FileVault, permissions and sharing, data management, application and processes, network configuration, network services, peripherals, printing and system startup.



ITSUP-153 Mobility+ Device Administration

This course will teach students about mobile device management for Android, iOS and Windows phone devices. It will cover using each platform, how it can be supported in the enterprise, BYOD challenges and solutions, and integration of the mobile device platforms into an existing IT administration/support strategy.



Learn more at matcitsupport.org

ITSUP-176 IT Project Management

IT Project Management (PM) provides students with added critical skills needed for success in the ever changing IT industry through understanding of PM genesis and its importance in improving the success of IT projects. Students will demonstrate in-depth knowledge of PM terms and techniques, and apply various PM concepts to group projects as project manager or team member. Students will capture excellent MS Project software skills and an appreciation of PM in the IT industry at large.

ITNET-101, 110 (Networking+, Windows OS)

The CompTIA Network+ certification is the sign of a qualified networking professional. ITNET-101 covers a wide range of material about networking such as LAN components, OSI model and standards organizations, transmission media, topologies, protocols (such as TCP/IP), interconnecting devices, wide area networks and security. ITNET-110 provides preparation for the Microsoft Certified Technology Specialist (MCTS) exam 70-680: Windows 7 Configuring. Topics include installing, configuring, securing, troubleshooting, and networking Windows 7.



ITSUP-108 Enterprise Desktop Support

Students will learn the knowledge and skills needed to document and resolve problems on a Windows 7 computer in an Enterprise setting. Classwork will contain lectures and labs that explore real-world tasks and scenarios from troubleshooting individual desktops to planning and configuring Windows 7 desktop infrastructure on a broad scale. The course will also prepare students for the MCITP exams 70-685 and 70-686. MATC strongly recommends experience in configuring and supporting desktop or laptop operating systems.

