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Classes start Fall 2014

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IT Support Specialist Program

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**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 CompTIAA+ 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-104 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 customer service. 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.

**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 of 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.

**ITSUP-154 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-155 Mobility+ Device Administration**

This course 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.

**ITSUP-156 Mobility+ Device Administration**

This course 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.

**ITSUP-157 IT Project Management**

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-158 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.

**ITSEC-124 Security+**

This course focuses 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.

**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 working Windows 7.

**ITNET-104 Mobility+ Device Administration**

This course 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.

**ITNET-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 working Windows 7.

**ITNET-105 IT Project Management**

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.

**ITNET-106 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.