



Start dates: August, January and June

IT Help Desk Support Specialist

TECHNICAL DIPLOMA

Program Code: 31-154-7 | Mequon, Oak Creek, West Allis campuses

Share your expertise and assist users with emerging technologies, cloud computing, software, computers, servers, networks and mobile devices. Many courses in this program prepare you for in-demand industry certifications.

Career Outlook

A job growth rate of 21 percent is expected for help desk support positions in the Milwaukee metropolitan area during 2014 through 2024.



You can earn the IT Service Center Technician certificate on your way to completing this program. After earning this diploma, the credits can be applied toward completing the IT Computer Support Specialist associate degree.

Workplace Competencies

Employers will expect graduates to:

- Install, configure and support desktop and server operating systems
- Configure and deploy Windows and OSX laptops, desktops and servers
- Administer and support iOS, Android and Windows smartphones and tablets
- Use customer service skills to work effectively with users

Admission Requirements

- High school diploma or GED
- One year of high school-level algebra
- Demonstration of proficiency in basic skills through a course placement assessment

 **MILWAUKEE AREA Technical College**
School of BUSINESS

IT Help Desk Support Specialist Curriculum

Credits

ITSUP-101	Computer Information Systems Fundamentals ^.....	3
ITNET-101	Network Communications (Network+)	3
ENG-151	Communication Skills 1 ‡ (or) ENG-201	3
ITSUP-109	Microsoft Office for IT Professionals	3
ITSUP-110	Supporting Microsoft Windows	3
ITSEC-124	Network Security (Security+)	3
ITSUP-102	CompTIA A+ Essentials and IT Technician ^	4
ITSUP-108	Enterprise Desktop Support Technician (MCITP 70-685)	2
ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) ^	3
ITSUP-150	Mobile Device Support and Repair	3
ITSUP-152	Apple OSX Certified Support Professional (ACSP)	3
ITSUP-155	IT Careers, Resume Writing and Job Search	3
ITSUP-153	CompTIA Mobility+ (iOS, Android, Windows)	3
ITSUP-177	Introduction to Projects, Teamwork & Self-Management.....	3
ITSUP-198	Computer Support Internship	2
ITSUP-199	Computer Support Final Project.....	1
TOTAL CREDITS:		45

‡ Prerequisite required.

Curriculum requirements are subject to change.

^ Counts toward earning the IT Service Center Technician certificate.

For complete information, go to matc.edu/business/index.cfm

Also see matcitsupport.org

To apply for financial aid, visit fafsa.ed.gov
School Code: 003866

Possible Careers

- Help Desk Specialist
- User Support Specialist
- Field Sales Specialist

Related Programs

- IT Computer Support Specialist Degree
- IT Computer Support Technician Diploma
- IT User Support Technician Diploma
- IT Service Center Technician Certificate
- IT Microsoft Enterprise Desktop Support Certificate
- IT Level 2 - Service Center Technician Certificate

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. This program is part of MATC's effort through the grant and it is one of three IT pathway diplomas and three certificate programs that MATC is offering, all funded by the grant. Credits earned in the programs count toward the IT Computer Support Specialist associate degree program.

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For more information:
matc.edu or 414-297-MATC
Wisconsin Relay System 711

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