



# IT Computer Support Specialist

**ASSOCIATE DEGREE**

Program Code: 10-154-3

## All campuses

Computer support specialists are in high demand locally and throughout the United States. This program prepares you for industry-sought certifications, including CompTIA's A+, Network +, Security+ and Mobility+ Device Administrators (iOS, Android and Windows), Microsoft Certified Professional in Windows Desktop, Microsoft Enterprise Desktop Support Technician (MCITP), Apple OSX Certified Support Professional (ACSP), HDI-SCA, HDI-DST and ITIL Foundation.

## Program Learning Outcomes

- Demonstrate soft skills and customer service skills
- Apply analytical and problem-solving skills to resolve end-user issues
- Install, configure and support desktop and server operating systems
- Configure and deploy Windows and OSX laptops and servers
- Administer and support iOS, Android and Windows smartphones and tablets

## Admission Requirements

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



[matc.edu/academic\\_programs/pathways](http://matc.edu/academic_programs/pathways)

You can earn three certificates and the IT Computer Support Technician, IT Help Desk Support Specialist and IT User Support Technician technical diplomas on the way to earning this associate degree.

 **MILWAUKEE AREA** *Technical College*  
School of BUSINESS

## TECHNICAL STUDIES

## Credits

(1) ITSUP-109	Microsoft Office for IT Professionals ^ † ..3
(1) ITSUP-101	Computer Information Systems Fundamentals ^ † ..... 3
(1) ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) ^ * † ..... 3
(1) ITSUP-108	Enterprise Desktop Support Technician (MCITP 70-685) ^ † ..... 3
(2) ITNET-101	Network Communications (Network+) ^ † ..... 3
(2) ITSUP-102	CompTIA A+ Essentials and IT Technician ^ † ..... 3
(2) ITSEC-124	Network Security (Security+) ^ † ..... 3
(2) ITNET-110	Manage Windows Desktop Client OS ^ † ..... 3
(3) ITSUP-155	IT Careers, Résumé Writing and Job Search † ..... 3
(3) ITSUP-150	Mobile Device Repair and Support * † ..3
(3) ITSUP-152	Apple OSX Certified Support Professional (ACSP) * † ..... 3
(4) ITSUP-177	IT Projects, Teamwork and Self-Management † ..... 3
(4) ITSUP-153	CompTIA Mobility+ (iOS, Android, Windows) * † ..... 3
(4) ITSUP-198	Computer Support Specialist Internship † ..... 2
(4) ITSUP-199	Integrated Project – Computer Support Specialist † ..... 1

## GENERAL STUDIES

ECON-195	Economics ..... 3 (or) Any 200-series ECON course
ENG-151 (&) ENG-152	Communication Skills 1 † ^ † ..... 3 Communication Skills 2 † ..... 3 (or) ENG-201‡ and any 200-series ENG or SPEECH course
MATH-123	Math With Business Applications † ..... 3 (or) Any 200-series MATH course
NATSCI-167	Science of Technology ..... 3 (or) Any 200-series NATSCI course
PSYCH-199	Psychology of Human Relations ..... 3 (or) Any 200-series PSYCH course
SOCSCI-197	Contemporary American Society ..... 3 (or) Any 200-series SOCSCI or HIST course
ELECTIVES	(Three credits needed) ..... 3

**TOTAL CREDITS: 66**

Current MATC students should consult their [Academic Program Plan](#) for specific curriculum requirements.

**For complete information, go to [matc.edu/business](http://matc.edu/business)**

To apply for financial aid, visit [fafsa.gov](http://fafsa.gov)  
School Code: 003866

## Related Programs

### Technical Diplomas:

- IT Computer Support Technician
- IT Help Desk Support Specialist
- IT User Support Technician

### Certificates:

- IT Service Center Technician
- IT Microsoft Enterprise Desktop Support Specialist
- IT Level 2 – Service Center Technician

( ) Semester order for full-time students.

‡ Prerequisite required.

^ Counts toward earning the IT Computer Support Technician technical diploma.

\* Counts toward earning the IT User Support Technician technical diploma.

† Counts toward earning the IT Help Desk Support Specialist technical diploma.

Program curriculum requirements are subject to change.

This Associate in Applied Science program will transfer to one or more four-year institutions.



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[matc.edu](http://matc.edu) or 414-297-MATC  
Wisconsin Relay System 711

### Downtown Milwaukee Campus

700 West State Street

### Mequon Campus

5555 West Highland Road

### Oak Creek Campus

6665 South Howell Avenue

### West Allis Campus

1200 South 71st Street

### MATC Education Center at Walker's Square

816 West National Avenue, Milwaukee