



IT Computer Support Technician

TECHNICAL DIPLOMA

Program Code: 31-154-6

All campuses

Coursework in this two-semester program prepares you for industry-sought certifications, including CompTIA's A+, Network+, Security+, Microsoft Certified Professional in Windows Desktop, Microsoft Enterprise Desktop Support Technician (MCITP), HDI-SCA, HDI-DST, ITIL Foundation and more.

Career Outlook

Employment opportunities are expected to greatly increase.

Program Learning Outcomes

- 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

Admission Requirements

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



matc.edu/academic_programs/pathways

After earning this technical diploma, your credits can be applied to completing the IT Computer Support Specialist associate degree. You also can earn three certificates on your way to completing this technical diploma.



COURSES

Credits

(1) ITSUP-109	Microsoft Office for IT Professionals....	3
(1) ITSUP-101	Computer Information Systems Fundamentals ^	3
(1) ITSUP-108	Enterprise Desktop Support Technician (MCITP 70-685) †	3
(1) ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) ^ * †	3
(1) ENG-151	Communication Skills 1 ‡	3
(2) ITNET-110	Manage Windows Desktop Client OS †	3
(2) ITNET-101	Network Communications (Network+) *	3
(2) ITSEC-124	Network Security (Security+) *	3
(2) ITSUP-102	CompTIA A+ Essentials and IT Technician ^	3

TOTAL CREDITS: 27

() Semester order for full-time students.

‡ Prerequisite required.

* Counts toward earning the IT Level 2 - Service Center Technician certificate.

† Counts toward earning the IT Microsoft Enterprise Desktop Support Specialist certificate.

^ Counts toward earning the IT Service Center Technician certificate.

Program curriculum requirements are subject to change.

Current MATC students should consult their Academic Program Plan for specific curriculum requirements.

For complete information, go to matc.edu/business

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

Related Programs

Associate Degree:

- IT Computer Support Specialist

Technical Diplomas:

- 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



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



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