



IT Microsoft Enterprise Desktop Support Specialist

CERTIFICATE All campuses

Skill sets gained will provide working knowledge to identify and resolve operating system, application and security issues; and to maintain and manage Windows 7 systems. Hands-on lab learning includes installations, deployments, configurations, maintenance and monitoring systems.

Admission Requirements

- A high school diploma or GED
- One year of high school-level algebra
- Course placement assessment of basic skills proficiency

COURSES

Credits

ITNET-110	Manage Windows Desktop Client OS	3
ITSUP-108	Enterprise Desktop Support Technician...	2
ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL)	3

TOTAL CREDITS: 8

Program curriculum requirements are subject to change.

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

For complete information about this certificate, go to matc.edu/business



matc.edu/academic_programs/pathways

After earning this certificate, the credits can be applied to completing the IT Computer Support Specialist associate degree.



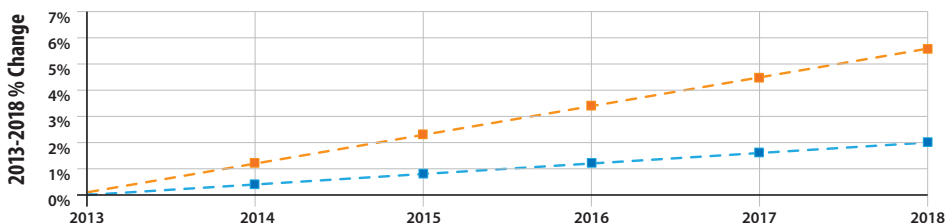
MATC Major Part of Federal IT Training Grant to State's Technical Colleges

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.

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

This chart illustrates Milwaukee area (MATC District) and national data on the current and projected growth in information technology careers through 2018.

Occupation Change Summary



Region	2013 jobs	2018 jobs	Change	% Change	Median Hourly Earnings
MATC District	1,819	1,855	36	2%	\$25.11
U.S.	170,623	180,432	9,809	5.7%	\$28.41

Source: EMSI, 2014.2 Class of worker, economicmodeling.com

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This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability or ownership.

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This is an equal opportunity program. Assistive technologies are available upon request and include Voice/TTY (711 or 800-947-6644).



Contact a program advisor regarding requesting the certificate upon completion of the requirements.



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