



# IT User Support Technician

**TECHNICAL DIPLOMA**

Program Code: 30-154-6

## All campuses

Receive Apple support training, along with mobile device repair and administration, through this 12-credit program. The coursework prepares you for Apple ACSP, CompTIA's Mobility+ and HDI-SCA, HDI-DST and ITIL Foundation industry-standard certifications.

## Career Outlook

According to the Bureau of Labor Statistics, employment of IT computer support specialists is projected to grow 17% during 2012 through 2022.

## Program Learning Outcomes

- Utilize customer service and soft skills to help end-users troubleshoot issues
- Apply analytical and problem-solving skills to resolve end-users issues
- 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
- Knowledge of computer fundamentals
- Course placement assessment of proficiency in basic skills



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

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



## COURSES

## Credits

(1) ITSUP-150	Mobile Device Repair and Support.....	3
(1) ITSUP-152	Apple OSX Certified Support Professional (ACSP).....	3
(1) ITSUP-153	CompTIA Mobility+ (iOS, Android, Windows).....	3
(1) ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) .....	3

**TOTAL CREDITS: 12**

( ) Semester order for full-time students.

# Prerequisite required.

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](http://matc.edu/business)**

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

## Related Programs

### Associate Degree:

- IT Computer Support Specialist

### Technical Diplomas:

- IT Computer Support Technician
- IT Help Desk Support Specialist

### Certificates:

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



[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



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