



Start dates: August, January and June

IT Computer Support Specialist

ASSOCIATE DEGREE

Program Code: 10-154-3 | Mequon, Oak Creek and West Allis campuses

Enter a career in end user support, to help businesses administer, troubleshoot and deploy Windows and OSX computers and servers, IOS, Android and Windows Mobile smartphones and tablets. Through hands-on activities and labs, you will learn how to set up and configure laptops, desktops, servers and mobile devices systems and integrate them into workspace by using virtualization and wireless networking.

Career Outlook

IT support specialists are in high demand throughout the region and the U.S.

Workplace Competencies

Employers will expect graduates to:

- 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



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

 **MILWAUKEE AREA Technical College**
School of BUSINESS

IT Computer Support Specialist Curriculum

TECHNICAL STUDIES

Credits

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

GENERAL STUDIES

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

SUGGESTED ELECTIVES (Three credits needed) 3

ITDEV-150	Database Management With SQL
ITNET-112	MS Server Administration
ITSUP-156	Cloud and Mobile Productivity Tools

TOTAL CREDITS: 66

**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

Prerequisite required.

Program curriculum requirements are subject to change.

^ Counts toward earning the IT Computer Support
Technician diploma.

* Counts toward earning the IT User Support
Technician diploma.

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

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

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Wisconsin Relay System 711

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