



# IT Help Desk Support Specialist

**TECHNICAL DIPLOMA**

Program Code: 31-154-7

**All campuses**

Prepare 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.

## Career Outlook

Employment opportunities are expected to greatly increase.

## Program Learning Outcomes

- Install, configure and support desktop and server operating systems
- Configure and deploy Windows and OSX laptops, desktops and servers
- Administer and support iOS, Android and Windows smartphones and tablets
- Use customer service skills to work effectively with users

## Admission Requirements

- High school diploma or GED; and 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)

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 program.

 **MILWAUKEE AREA Technical College**  
School of BUSINESS

## COURSES

## Credits

|               |  |   |
|---------------|--|---|
| (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) ITSUP-109 | Microsoft Office for IT Professionals....                    | 3 |
| (1) ENG-151   | Communication Skills 1 ‡ .....                               | 3 |
|               | (or) ENG-201 ‡   |   |
| (2) ITNET-101 | Network Communications (Network+) * .....                    | 3 |
| (2) ITNET-110 | Manage Windows Desktop Client OS † ..                        | 3 |
| (2) ITSEC-124 | Network Security (Security+) * .....                         | 3 |
| (2) ITSUP-102 | CompTIA A+ Essentials and IT Technician ^ .....              | 3 |
| (3) ITSUP-150 | Mobile Device Repair and Support.....                        | 3 |
| (3) ITSUP-152 | Apple OSX Certified Support Professional (ACSP).....         | 3 |
| (3) ITSUP-155 | IT Careers, Résumé Writing and Job Search.....               | 3 |
| (4) ITSUP-153 | CompTIA Mobility+ (iOS, Android, Windows).....               | 3 |
| (4) ITSUP-177 | IT Projects, Teamwork and Self-Management.....               | 3 |
| (4) ITSUP-198 | Computer Support Specialist Internship .....                 | 2 |
| (4) ITSUP-199 | Integration Project – Computer Support Specialist.....       | 1 |

**TOTAL CREDITS: 45**

( ) Semester order for full-time students.

‡ Prerequisite required.

^ Counts toward earning the IT Service Center Technician certificate.

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

† Counts toward earning the IT Microsoft Enterprise Desktop Support Specialist 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](http://matc.edu/business)**

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

## Possible Careers

- Junior Help Desk Technician
- Junior Support Specialist
- Apple Support Specialist
- Mobile Device Support Specialist
- Desktop Support Specialist
- IT Field Technician

## Related Programs

### Associate Degree:

- IT Computer Support Specialist

### Technical Diplomas:

- IT Computer Support Technician
- IT User Support Technician

### 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