IT Microsoft Enterprise Desktop Support Specialist

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

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

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.

CAREER CLUSTER: Information Technology

Start dates: August and January

career pathways
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

<table>
<thead>
<tr>
<th>Region</th>
<th>2013 jobs</th>
<th>2018 jobs</th>
<th>Change</th>
<th>% Change</th>
<th>Median Hourly Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATC District</td>
<td>1,819</td>
<td>1,855</td>
<td>36</td>
<td>2%</td>
<td>$25.11</td>
</tr>
<tr>
<td>U.S.</td>
<td>170,623</td>
<td>180,432</td>
<td>9,809</td>
<td>5.7%</td>
<td>$28.41</td>
</tr>
</tbody>
</table>

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

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