



# IT Service Center Technician

**CERTIFICATE** All campuses

Start your information technology career through this certificate program that can be completed in one semester. You will gain important skills and prepare for several key industry certification exams, including:

- CompTIA A+
- IT Technician
- Help Desk Institute (HDI) Support Center Analyst
- HDI-Desktop Support Technician
- ITIL Foundation

## Admission Requirements

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

## COURSES

## Credits

<b>ITSUP-101</b>	Computer Information Systems Fundamentals.....	<b>3</b>
<b>ITSUP-102</b>	CompTIA A+ Essentials .....	<b>3</b>
<b>ITSUP-140</b>	Support Center Analyst (HDI-SCA, HDI-DST, ITIL) .....	<b>3</b>

**TOTAL CREDITS: 9**

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



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

After earning this certificate, the credits can be applied to completing the IT Computer Support Technician and IT Help Desk Support Specialist technical diplomas and IT Computer Support Specialist associate degree.



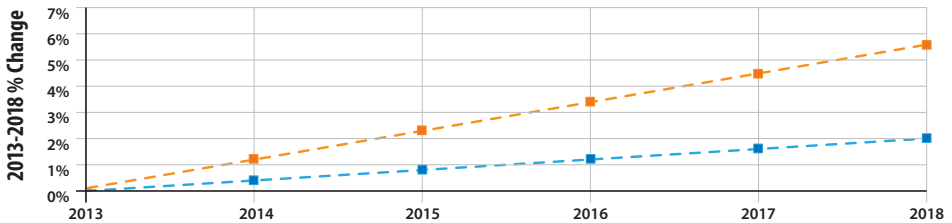
# MATC Major Part of Federal IT Training Grant to State's Technical Colleges

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

INTERFACE Project is an equal opportunity employer/program and provides auxiliary aids and services to persons with disabilities upon request. Contact Carriel Danz, MATC Grant Coordinator, at 414-297-6575 or danzc@matc.edu for more information.

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



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