IT Service Center Technician

CAREER CLUSTER: Information Technology

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

<table>
<thead>
<tr>
<th>COURSE</th>
<th>Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITSUP-101</td>
<td>Computer Information Systems Fundamentals</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-102</td>
<td>CompTIA A+ Essentials</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-140</td>
<td>Support Center Analyst (HDI-SCA, HDI-DST, ITIL)</td>
<td>3</td>
</tr>
</tbody>
</table>

TOTAL CREDITS: 9

Current MATC students should consult their Academic Program Plan for specific curriculum requirements.

For complete information about this certificate, go to matc.edu/business

Program curriculum requirements are subject to change.

Start dates: August, January and June
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>

### SOURCES

- MATC District 2018: EMSI, 2014.2 Class of worker, economicmodeling.com

### INTERFACE Project

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

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