CAREER CLUSTER: Information Technology

IT User Support Technician

TECHNICAL DIPLOMA

Program Code: 30-154-6

All campuses

Receive Apple support training, along with mobile device repair and administration, through this 12-credit program. The coursework prepares you for Apple ACSP, CompTIA’s Mobility+ and HDI-SCA, HDI-DST and ITIL Foundation industry-standard certifications.

Career Outlook

According to the Bureau of Labor Statistics, employment of IT computer support specialists is projected to grow 17% during 2012 through 2022.

Program Learning Outcomes

• Utilize customer service and soft skills to help end-users troubleshoot issues
• Apply analytical and problem-solving skills to resolve end-users issues
• 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
• Knowledge of computer fundamentals
• Course placement assessment of proficiency in basic skills

After earning this technical diploma, your credits can be applied to completing the IT Computer Support Specialist associate degree.

Start dates: August and January
COURSES

<table>
<thead>
<tr>
<th>COURSE</th>
<th>Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITSUP-150</td>
<td>Mobile Device Repair and Support</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-152</td>
<td>Apple OSX Certified Support Professional (ACSP)</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-153</td>
<td>CompTIA Mobility+ (iOS, Android, Windows)</td>
<td>3</td>
</tr>
<tr>
<td>ITSUP-140</td>
<td>Support Center Analyst (HDI-SCA, HDI-DST, ITIL)</td>
<td>3</td>
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TOTAL CREDITS: 12

() Semester order for full-time students.
‡ Prerequisite required.
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
To apply for financial aid, visit fafsa.gov
School Code: 003866

Related Programs

Associate Degree:

- IT Computer Support Specialist

Technical Diplomas:

- IT Computer Support Technician
- IT Help Desk Support Specialist

Certificates:

- IT Service Center Technician
- IT Microsoft Enterprise Desktop Support Specialist
- IT Level 2 – Service Center Technician